



Room to Heal

Trustees' Report and Financial Statements

For the year ended 31 December 2020

Room to Heal
Reference and administration information

STATUTORY INFORMATION

The Directors of the charitable company are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

Trustees

Penelope Farrar - Chair (until July 2020)

Rebecca Stuart - Treasurer (until July 2020)

Susannah Fairweather

Michelle Knorr

Emily Haisley - Chair (previously on the Trustee Board and took on the role of Chair from July 2020 onwards)

Rosanna Thomasoo (from July 2020 onwards)

Rim Rahimtulla- Treasurer (from July 2020 onwards)

Emeka Forbes-Hastings (from September 2020 onwards)

Registered Office

Mildmay Community Centre

Woodville Road

London N16 8NA

Company Number

06744055

Charity Number

1128857

Bankers

The Co-operative Bank

62-64 Southampton Row

London WC1B 4AR

Triodos Bank

Deanery Road

Bristol BS1 5AS

Solicitors

Freshfields, Bruckhaus and Derringer

Independent Examiner

Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

Status

The company, number 06744055, is limited by guarantee and has charitable status. The charity registration number is 1128857. It has a Memorandum and Articles of Association as its governing document.

The Trustees present their report and the independently examined financial statements of the charitable company for the year ended 31 December 2020. The statutory information is shown on pages 1 and 2.

Charitable Objects

The objects for which the Charity is established (as amended 6th January 2021) are:

1) To promote human rights (as set out in the Universal Declaration of Human Rights and subsequent United Nations Conventions and Declarations) throughout the world by all or any of the following means:

- (a) Relieving need among the victims of human rights abuse;
- (b) Obtaining redress for the victims of human rights abuse;
- (c) Research into human rights issues;
- (d) Raising awareness of human rights issues;
- (e) Promoting respect for human rights among individuals and organisations;
- (f) Providing technical advice to government and others on human rights matters;
- (g) Contributing to the sound administration of human rights law;
- (h) Commenting on proposed human rights legislation;
- (i) Promoting public support for human rights;
- (j) International advocacy of human rights; and
- (k) Eliminating infringements of human rights.

2) To promote social inclusion for the benefit of the public by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives of the charity.

Structure, Governance and Management

Room to Heal's Trustees meet at least quarterly and regularly review progress against adopted priorities. As part of these discussions, opportunities and risks facing the organisation are also reviewed. The Chair and Director, as well as the Treasurer and Director, also meet regularly between Trustees' meetings. Trustees delegate the day to day management of the charity to the Director.

Trustee positions are advertised and new trustees are nominated and appointed by the existing trustees. The trustees would invite prospective new trustees to attend meetings informally to gain an understanding of the role and responsibilities of trustees. Formal training would also be provided, as

necessary, to gain further understanding of the role and responsibilities of trustees.

Staff (Part-Time)

Roro Ratih Ambarwati (Group Therapist - maternity leave August 2020)
Cat Baker (Caseworker started in September 2020)
Imogen Butler (Finance Manager - permanent employee from April 2020, previously sessional)
Hannaa El-Sayed (Group Therapist)
Elli Free (Director)
Suzie Grayburn (Caseworker until September 2020/ Group Counsellor from September 2020)
Jane Matthews (Fundraiser)
Anna Giulia Perego (Clinical Administrator (until October 2020) and Caseworker)
Camilla Smargiassi (Clinical Administrator from October 2020)
Emily White (Group Therapist)
Bert-Jan Zuiderduin (Group Therapist)

Sessional Staff

Imogen Butler (Finance Officer until April 2020 and then became permanent part-time staff member)
Mary Raphaely (Clinical Supervisor)
Diana Birkett (Clinical Supervisor)
Fenik Adams (Non-Clinical Supervisor)
Marc Sutton (IT Support)
Beni Evans (Gardening Coordinator - until March 2020)
Mark Fish (International Consultant)
Isabella Mighetto (Monitoring and Evaluation Coordinator - International Work - until Feb 2020)

Clinical and Non-clinical Supervision

Regular clinical supervision is provided by Diana Birkett and Mary Raphaely. Diana was a therapist and supervisor at Freedom from Torture for 25 years and previously Head of Counselling at Sutton Counselling Services. Mary is a group psychotherapist with over 30 years' experience, previously worked at Freedom from Torture, and co-ordinated Room to Heal's women's programme. Fenik Adam also provided non-clinical supervision to caseworkers and volunteers during 2020. Fenik has worked at Freedom from Torture for over 25 years and has been working as a Psychodynamic Counsellor since 1997. Fenik is a qualified psychodynamic supervisor.

Volunteers and Pro Bono Support

Room to Heal's volunteers and pro bono professional support is vital to the running of the charity and we'd like to record our appreciation for their enormous contribution to our work. During 2020, our staff team was joined by a number of volunteers and professionals working pro bono in a range of capacities including, but not limited to, website design and management, IT support, preparing our payroll, fundraising administrative support, supporting our members with casework guidance, and gardening and cooking delicious, healthy meals for our members. Volunteers in 2020 were:

Aras Almaree (Casework)
Cat Baker (Garden)
Kathy Barber (Website Consultant)
Sally Cook (Chef)

Mary Hannity (Community and Casework)
 Zoe Harper (Community and Casework)
 Jane Heather (Chef)
 Lianne Hitchen (Casework)
 Andrew Leak (Legal Consultant)
 Lewis Kane (Community)
 Jo Masiulaniec (Payroll)
 Paul Maston (IT)
 Kate Osmond (Illustrator)
 Camilla Smargiassi (Casework and Community)
 Mariko Taniguchi (Casework, Community and Fundraising)

Thank you

The pandemic made 2020 an extremely challenging year for everyone. We'd like to record our great thanks to the trustee board, staff, volunteers, members and supporters for all their additional hard work and support throughout the year to ensure our community members continued to receive vital support through the pandemic.

ROOM TO HEAL'S AIMS AND APPROACH

Our Mission and Aims

Our Mission

To support people who have survived torture and human rights abuse to rebuild their lives in exile through an integrated, community-based programme of therapeutic and casework assistance

Aims	Activities	Outcomes
1. To enable people to heal from their traumatic experiences and restore meaning to their lives	<ul style="list-style-type: none"> Assessments and time-limited individual therapies Therapeutic groups and intensive therapeutic retreats Nature therapies and social gardening sessions Creative activities Member forums and increased opportunity to engage in debates around the treatment and care of refugees and asylum seekers and raising public 	<ul style="list-style-type: none"> Reduced anxiety, depression and related post-traumatic symptoms Increased ability to articulate traumatic history and withstand the challenges of the asylum process Reduced isolation and marginalisation Increased sense of belonging and integration An increased sense of wellbeing/ meaning/ purpose in life

	awareness	
2. To assist people in dealing with material challenges, navigating the asylum process and integrating into the UK	<ul style="list-style-type: none"> • Casework sessions to address health, legal, education, housing and welfare issues • Interventions in support of asylum (e.g. therapeutic input to Medico Legal Reports) and material needs • Support to help people into education, training and employment 	<ul style="list-style-type: none"> • Our members will have a better quality and standard of life and will integrate into society due to having greater ability to navigate asylum processes and: • Having secured one or more of the following - better access to advisory services (legal, welfare, health), legal representation, improved housing, improved medical care and or welfare and grants • Having accessed education, voluntary work and employment-related training
3. To enable local communities, policy makers, service providers and the general public to respond more appropriately to the needs of refugees and asylum seekers	<p>This will be delivered through training (see training info below) and communications and policy work in collaboration with other organisations. Activities will include:</p> <ul style="list-style-type: none"> • Articles, media materials and best practice guidelines • Training sessions • Public events and exhibitions • Policy meetings and workshops <p>Our policy focus is premised on working in partnership with other organisations and currently has 3 aims:</p> <ul style="list-style-type: none"> • Ending immigration detention • Challenging hostile environment government policies • Giving asylum seekers the right to work 	<ul style="list-style-type: none"> • Local communities, policy makers, mainstream service providers and the general public demonstrate greater understanding of the needs of survivors of torture and organised violence • Policy and practice are better suited to meeting the needs of survivors of torture and organised violence
4. To ensure meaningful community engagement	<ul style="list-style-type: none"> • Regular community forums involve 	<ul style="list-style-type: none"> • Room to Heal provides a service that is appropriate

for, and decision making by, members within Room to Heal	members in planning Room to Heal activities, community and strategic development <ul style="list-style-type: none"> • Members co-lead on community activities • Members participate in recruitment of staff • Members participate in Aim 3 on policy and campaigns work • Increase number of people with lived experience onto the board of trustees and the staff team 	and sensitive to members and meets with the challenges they are facing <ul style="list-style-type: none"> • Room to Heal and its members prioritise the most damaging government policies and campaign against these to limit the negative impact on our members and more generally for all asylum seekers and refugees in the UK • Members are empowered to advocate on issues that are important to them • People with lived experience are part of the board of trustees and the staff team
5. To develop partnerships across London, the UK and internationally to increase access to group and community support to asylum-seekers and refugees	<ul style="list-style-type: none"> • Increase the number of relational therapy groups in community settings • Train partner refugee organisations in relational group therapy and community work 	<ul style="list-style-type: none"> • Knowledge is shared and there is a greater understanding of the benefits of relational group therapy in community settings • Services for asylum seekers and refugees are improved collaboratively

Introduction to our Work

Room to Heal is a grassroots community charity supporting survivors of torture and human rights violations who are refugees and asylum seekers. We provide a programme of therapy, casework and broader activities to assist people in overcoming the legacy of their traumatic experiences whilst navigating the practical challenges of life in exile.

Experience of Members

The Room to Heal community is made up of over 100 members from over 30 different countries, all of whom have survived torture or other human rights abuses. We refer to survivors in the Room to Heal community as 'members', conferring a sense of agency and belonging.

Typically, the people we support have lost their homes, their families and their place of belonging in the world. The common legacy of these experiences includes depression and suicidality, extreme isolation and loneliness, traumatic symptoms including flashbacks and sleeplessness, feelings of shame, a lack of trust and self worth, and a range of other enduring physical and mental health problems.

The day-to-day struggles of living in exile and experiencing hostile environment policies first-hand only exacerbates members' poor mental health. Some members describe their experience of living in the UK as a 'second torture'. The government is intensifying its hostile immigration policies, which has recently been demonstrated in the New Plan for Immigration. In 2020 we were regularly reminded of serious failings of the Home Office in carrying out its duties ([National Audit Office Report, 2020](#); *Lessons not Learned, Freedom from Torture, 2019*) and the need to address structural racism within the department (*Windrush Lessons Learned Review, Wendy Williams, 2020*). The trajectory of many people seeking asylum in the UK is a protracted asylum legal process and years of living in poverty or destitution. Asylum-seekers are excluded from living a normal life and expected to live in long-term isolation in a hostile environment, not able to work or support themselves.

Our Response

When someone joins the Room to Heal community, they initially participate in individual therapy leading to joining one of our weekly relational therapeutic groups. Community members can also attend therapeutic retreats, and weekly social activities and many join other community members for a freshly cooked meal and social connection on Fridays at the Culpeper Community Garden in Islington. Of course, in 2020, our programme of work changed dramatically in response to Covid-19 - see 'The Pandemic and Our Community' on page 9 for more details.

We recognise that it is futile to offer therapeutic support to a person who has no food, no money, and no place to sleep at night. Our casework team therefore works closely with a range of partners to help members resolve their practical challenges, for example in accessing suitable legal representation, housing, medical care and welfare support. The casework team also supports members to develop their potential and prepare for employment, education and training.

We believe that offering a collective resilience model of group therapy, casework and community is a powerful, long-term and dignified response to our members' ongoing experiences and trauma. Group and community-based therapeutic support reduces survivors' isolation, provides a positive experience of belonging to an alternative family, fosters bonds of friendship and solidarity, and instils renewed meaning in life. People realise they are not alone: a powerful part of the recovery process. Survivors' participation sets off a virtuous circle of trust, commitment, a sense of belonging and empowerment. Participants are able to give as well as receive support, which enables feelings of self worth to emerge and a realisation that a more positive future is possible.

Our approach takes into account nuanced and subjective individual needs. We take a holistic, person-centred approach that recognises the external context in which each person is living and does not react to each problem separately; there is an interplay between the psychological, practical and community aspect of each individual's situation. There's also a recognition that sometimes there is no 'solution', but that having a community of people who understand, support and empathise, with the authenticity of lived experience, is enough for the individual to get through it and build strength through collective resilience.

ACHIEVEMENTS AND IMPACT IN 2020

The Pandemic and our Community

“Room to heal has helped me with soo many things which I could spend all day writing. If it wasn’t Room to heal! I had lost hope. I was about to give up with my life when was introduced to them. They check on me by calling when I feel low. They make sure I have something to eat in this pandemic. I am warm. I don’t feel lonely, every Tuesday I go on Zoom meeting and talk to my sisters and brothers. I thank you Room to Heal.”

(Community member, 2020 Annual Survey)

In March 2020, due to Covid-19, we suspended all face-to-face services and **quickly changed to providing therapy, casework and community activities remotely.**

At the outset of Covid-19, our therapists successfully **set up one-to-one therapy by phone** and assessed the initial impact of isolation and lockdown on members’ mental health and associated risks, including suicidality. Our **caseworkers’ significantly increased their level of support by phone**, as practical issues and crises increased dramatically - for example, accessing food and welfare support and helping members avoid homelessness and access emergency accommodation during lockdown.

For those who needed it, we quickly set up new services, such as **organising home deliveries to members for essentials**, like food, toiletries, baby supplies and cleaning materials. We also **arranged phone/data top-ups** so members could reach vital services like their GP/NHS services, asylum application contacts (e.g. solicitor, Home Office) and reach family members.

We fundraised to **buy laptops (refurbished) to loan to members** and, with these, we were able to re-start group therapy in May, online via Zoom. Community members were excited and joyful to see each other again, and members have been very supportive of each other during these sessions. The online group therapy has achieved a depth that none of us expected, and the group support and resilience that we’ve witnessed has been profoundly positive.

Due to the success of our two remote therapy groups, we sought additional funding to **set up a third remote therapy group** - the preparatory work of assessments and individual therapy started in 2020 and the group formed early in 2021 with very positive results to date.

Many of our members experienced increased loneliness through this pandemic. The majority of our members are black or people of colour and have been at higher risk of contracting and/or dying of Covid-19, and some have had to shield for underlying health reasons. This prolonged isolation and lack of human face-to-face contact has been very difficult for them.

We’ve worked hard to **mitigate this isolation and fear** through developing new remote support services and activities for members. Alongside group therapy, we also organised:

- **fortnightly remote social gatherings** via Zoom, where members caught up with each other over a cup of tea and shared their favourite music, songs etc.

- **a series of sleep workshops** for members who found that enforced lockdown had increased nightmares and sleeplessness
- fortnightly **reading group**, co-led by a member and therapist
- a series of **writing workshops** in partnership with the Royal Literary Fund to give budding writers a place to develop their creativity
- monthly **anti-racist group** involving members, staff and trustees.
- **fortnightly members' newsletter**, sharing lots of online activities for members to participate in, and members regularly contributed their photos, poems, recipes and thoughts to share with each other
- **community webpages for members only**, where they could access supportive resources such as yoga, relaxation and exercise classes.

“Room to Heal helped and support me a lot in a different ways in my life which I can't image, peace of mind, happiness and hope of going through like a human being in my journey of the situation I am in.”

(Community member, 2020 Annual Survey)

Snapshot in Numbers

- **112 people supported**
- 65 community members provided with individual therapy and/ or group therapy
- 105 people supported with casework including 60 community members
- 2508 casework sessions and actions to prevent food poverty, destitution, homelessness, improve access to education and training, and help for our members to navigate the asylum process and find good quality legal advice

Expected Outcomes

The expected outcomes we wanted to see in our client group included:

- Reduction in anxiety, depression and related post-traumatic symptoms
- Increased ability to articulate traumatic history and withstand the challenges of the asylum process
- Reduced isolation and marginalisation
- Increased sense of belonging and integration
- An increased sense of wellbeing/ meaning/ purpose in life.

Outcomes Achieved

Survivors' feedback consistently shows our model is effective: over 100% of respondents over the last 3 years said their mental health had improved and 95% felt supported by other survivors.

The respondents of our most recent annual survey covering our work in 2020 showed that:

- 100% felt therapeutic support had been helpful and that their **mental health had improved** as a result of being part of Room to Heal (15% a little better, 85% a lot better)
- 100% felt **more able to deal with the effects of trauma** including depression and anxiety (37% a bit, 63% a lot)

- 89% felt that **symptoms (such as panic attacks, flashbacks, sleeplessness) had improved** (48% a bit, 41% a lot)
- 100% felt **more positive about the future** (33% a little and 67% a lot)
- 100% felt **less isolated and lonely** (33% a little and 67% a lot)
- 100% felt **more listened to** (25% a bit, 75% a lot)
- 100% felt **more able to access advice, information and support** through our casework support on housing, education, benefits, etc. (16% a bit, 84% a lot)

PROGRAMME OF WORK IN DETAIL

Therapeutic Programme

The overarching aim of our therapeutic work is to enable survivors to heal from their traumatic experiences and restore meaning to their lives. Our therapeutic expertise is in relational group therapy - where the primary focus is on relationships within the group, rather than between the therapist and the individual - in a community setting that promotes group resilience and long term, peer-led healing.

Our group resilience model is respectful of different cultural approaches to mental health. Our model challenges the patient-expert model, putting survivors at the heart of decision-making. We believe that long-term recovery doesn't come from a clinical professional's intervention - it comes from within the person themselves when they are ready and able to begin this process in a safe place.

Referrals and Assessments

We continue to have a good network of referral agencies, including the NHS, specialist and highly experienced immigration solicitors, the British Red Cross and many other NGOs in this sector.

In 2020, Room to Heal received over 50 referrals from the following partner agencies:

- Freedom from Torture
- Hestia
- Immigration solicitor firms, including Wilsons Solicitors and Birnberg Peirce
- ITV News
- Marylebone Project
- Migrants Organise
- NHS, including East London NHS Foundation Trust, Homerton University Hospital NHS Foundation Trust, Woodfield Trauma Service, IAPT services and GPs
- Private psychotherapists
- Refugee Action
- Refugee Support Network
- Self referrals
- SPEAR London

These referrals are taken to a clinical meeting where they are reviewed by our team of therapists and a decision is made on whether to meet the person for an assessment, find out more information, or advise a more appropriate service to refer them to.

On referral to Room to Heal a therapist will, usually over multiple sessions, assess a potential member in order to understand whether they are likely to be able to both benefit from, and contribute to, our therapeutic group work. Our therapists met 24 people for assessments in 2020 (face to face, via Zoom or over the telephone). These assessments often prompt a need for one-to-one therapy before or during a member's participation in the group work. It is at this stage that we also identify welfare, housing and/or legal protection needs, which are then followed up by our caseworkers. From March 2020, all our assessments were carried out remotely.

One-to-One Therapy

In 2020 we provided individual psychotherapy for 65 people in 610 therapeutic sessions. These included some individual therapy in preparation to join group therapy.

We provided more individual therapy sessions with existing community members than usual whilst they were isolated during lockdown. For many members, forced isolation triggered PTSD symptoms like flashbacks and nightmares.

Group Therapy

"Life is nothing except for love... all this I learnt from the group."

(Community member, 2020)

"Before I be part of RTH it was almost impossible for me to speak openly to other people, I was very negative, sad and depressed. Just after one year at the group I felt a lot of changing - I start to speak and express how i feel, I become less negative and having good time within the community at RTH. It gave me confidence and feeling of being part of community - not rejected."

(Community member, 2020 Annual Survey)

In 2020, we ran 79 group therapy sessions for 25 people (14 women, 11 men).

Our therapeutic support groups are the cornerstone of our therapeutic programme, animating and deepening our community. After torture and forced exile, people often become profoundly isolated and feel as if no-one else can possibly understand what they have been through. Through engaging in a therapeutic group, alongside people from all over the world who have this common experience, people come to understand at the deepest level that they are not in fact alone. This in itself is profoundly healing and very often is the beginning of a process of rediscovering the humanity in themselves and others.

Our weekly mixed-gender therapeutic groups enable mutually supportive and open interaction between members and our group therapists. This core activity reflects our community approach and drives all of what we do.

We normally run two therapy groups each week. In 2020, we ran 22 group therapy sessions before lockdown and then on 13th March 2020 we suspended face-to-face activities and focused on providing individual therapeutic support whilst we fundraised to buy laptops (refurbished) to loan to members to restart group therapy online. We were able to start group therapy sessions again in May and they carried on online via Zoom for the rest of 2020, providing in total 79 group sessions in 2020.

During the first lockdown and the temporary pause in group therapy (before we established remote therapy via Zoom) many members talked about how being separated had highlighted the importance of the relationships they developed at Room to Heal. When the online groups started, members were delighted to see each other again and very supportive of each other.

Unsurprisingly, not many group members left the groups during 2020, as the support provided during isolation was invaluable. Thus in 2020 the number of people that we were able to offer group therapy for was lower than average - 25 group members (14 women, 11 men).

Due to the success of our two remote therapy groups, we sought additional funding to set up a third remote therapy group, with referrals and assessments taking place towards the end of the year, ready for the group to start in 2021.

Community Activities and Gardening

Participating in community activities, sharing skills and knowledge, through cooking, gardening and creative activities, is an important part of what we do. We offer a safe space for members to show their real selves, not just their traumatised selves, and to come alive again.

We give our members a space where they are not labelled as a homogenous group of passive 'asylum seekers' who have little agency in their lives. Members decide on who is cooking and what dishes to make for our communal meals and go to the shops and buy the ingredients themselves, and they help decide what plants to grow in our community garden, sharing knowledge on growing techniques from around the world.

Members also make decisions on other creative activities that are organised at Room to Heal, for example, our remote book group was instigated by one of our members and he co-led the group with a psychotherapist.

Pre-pandemic, we had access to two beautiful gardens in Islington: the gardens at our office at Mildmay Community Centre, where we often held gardening sessions after our therapeutic support groups, and the Culpeper Community Garden at Angel where we held our social gardening session and meal on a Friday afternoon. In 2020 our gardening work stopped abruptly in March due to the pandemic. In place of this, and our other face-to-face activities, we developed a range of online community activities that are described on page 10. Fortunately, we were able to keep hold of our long-term spaces at Mildmay and Culpeper so that we can meet there again when safe to do so.

Casework Programme

"Room to Heal provided me food every month. I'm so proud of [my caseworker] who makes sure that I'm got what I need. Despite our low situation in this society, the RTH's support during the Covid-19 times can be considered as salvation. I also learned about booking food online."

(Community member, 2020 Annual Survey)

The practical support we offered to our members continued to be a vital part of our holistic programme, preventing destitution and homelessness and ensuring our members were able to access crucial welfare and support services they are entitled to.

Our casework team also supported members in shaping educational and employment opportunities, ensuring they can integrate meaningfully when they have the right to work, once they are successful in securing leave to remain in the UK.

Our caseworkers provided over 2,500 individual casework sessions/actions to support our members during 2020. In total, 105 people were supported with casework, including 60 community members with in-depth support in the following areas:

- 42 members prevented from destitution, including nearly 400 deliveries of food and essential items
- 10 members helped to secure housing/prevent homelessness 28 times and an additional 33 members advised on housing issues
- 28 people accessed education, training or employment
- 41 members accessed welfare/benefits
- 35 destitution and educational grants obtained for members with a value of £4,931
- 27 laptops provided to members to access group therapy and continue in education during the pandemic
- 14 people provided with regular data allowances to access the internet for group therapy and educational purposes

In our annual survey for 2020:

- 96% of members surveyed who faced an urgent crisis said that Room to Heal was able to support them with their problem
- 100% of respondents who needed help with basic necessities such as food and toiletries were able to access these through Room to Heal
- 100% of respondents were able to access advice, information and support with issues they were facing through Room to Heal casework support.

Destitution, Welfare and Homelessness

From the outset of the pandemic, our caseworkers significantly increased their level of support, as practical issues/crises increased dramatically. Many of our members are destitute, with no recourse to public funds (NRPF), or surviving on c. £35/week. After lockdown many of our members lost access to crucial support, such as daily meals, from NGOs that temporarily or permanently closed.

Unsurprisingly, since the pandemic started, many members struggled even more than usual to access basic necessities (food, toiletries, cleaning products) and had low/no phone credit to make essential calls or stay in touch with others. In response to this crisis, we secured over £20,000 worth of grants to be able to provide members with ongoing food vouchers, food deliveries, cash support, phone top-ups and emergency accommodation. We also secured white goods, mattresses, bedding, toiletries, winter clothes, boots and shoes. This was provided to 42 of our members who needed urgent additional support during this period.

“They provide me with some foods that help during the first lockdown. I don’t know what would have happened to me without it”

(Community member, 2020 Annual Survey)

In addition, in 2020 our caseworkers obtained 35 individual grants for members to the value of £5,000, primarily to help with destitution and education.

During 2020 some of our members were made homeless in the midst of lockdown, or placed in a shared room, against Covid-19 restrictions, and put at a much higher risk of getting Coronavirus. Our caseworkers supported members to advocate for more appropriate accommodation and, on a number of occasions, where it was not safe to stay where they had been placed, or where they became homeless, we provided funds to accommodate them on a temporary basis until the issues were resolved.

Our casework team also assisted members with accessing asylum support (financial and housing) and mainstream welfare services, providing evidence and supporting letters and providing medical evidence for homelessness applications to local councils.

“The home office support stopped for a few weeks. I don’t know what I can do, from the first day Room to Heal helped me with voucher, also arranged food delivery to my home. In same time they sent email to the Home office about that issue and they kept supporting until the problem been fixed. Even after problems sorted out Room to Heal keep helping and assist with any issues, as well checking on my wellbeing”

(Community member, 2020 Annual Survey)

Legal Support and Protection

- 36 people helped through the asylum process
- 19 medico-legal letters/reports supporting asylum and housing actions
- 6 members secured legal representation

The casework team and therapists supported 36 people through the asylum process. This involved help in accessing appropriate and high-quality legal support, providing expert medico-legal evidence, and facilitating communication with solicitors. Where relevant, we also signposted members to legal advice centres and drop-ins.

The therapists and a psychiatrist we regularly work in partnership with wrote 19 medico legal reports / letters of support for members, primarily for immigration and asylum cases and sometimes to support inadequate housing. These reports are crucial for submitting comprehensive evidence in asylum claims and, through offering these services at Room to Heal, members are able to avoid the long waiting lists they would usually face in obtaining such reports. These reports also help ensure our members get social housing when they obtain leave to remain in the difficult context of a social housing crisis in the UK and particularly in London.

In 2020 we secured legal representation for 6 members. Another 5 members have been successful in their asylum and immigration claims over the year and many applications remain pending. Due to the pandemic, there was a significant delay in Home Office decision making and court hearings

over the year. Some members had to make the difficult choice of having to have their asylum appeal hearing at the tribunal online due to the pandemic.

Our therapists attended (either in person or online) members' tribunal hearings either to give evidence or in a supporting capacity. Our caseworkers also supported members to meet with their solicitors and help them understand what was happening at each stage of the asylum process.

The long-term external context of legal aid cuts, limited good quality legal representation and a long and flawed asylum process has made it very difficult for our members. We continued to get invaluable pro-bono support from a lawyer who has worked in the refugee sector for many years, who reviewed letters and reports written by our therapists and used as evidence in court. We also appreciated the expertise of Michelle Knorr, a high-profile immigration barrister at Doughty Street Chambers and Room to Heal Trustee, who was available to provide advice as and when required.

Members' Involvement in Decision-Making and Agency

"I was able to give my opinion about any matters been going, also help to be part of the decisions that taking place within the community, it gave me more feeling and confidence that im really part of the community, not only member who receiving help and support, instead it make me feel like part of family"

(Community member, 2020 Annual Survey)

In our 2020 survey:

- 73% of respondents felt they were given the opportunity to participate in decision making at Room to Heal
- 100% of respondents felt more confident to share their experiences as an asylum seeker or refugee with wider society
- 100% of respondents who participated in the anti-racist group found it helpful

A key part of user involvement in Room to Heal's work is the role that members play in the community. In group therapy, our members received support but were also able to give support, empathise, and relate to other group and community members. Giving support was also an important part in members' own healing: during this process, they are reminded of their own self worth and value. We witnessed group members grow in confidence as they started to understand that they themselves were valuable contributors to the group and larger community.

We ensured that members were part of key organisational decisions. Members normally take part in quarterly community forums where they discuss and give their views on organisational issues. In 2020, due to the pandemic, we ran two community forums during the year with 21 people attending (including members, volunteers and staff). These forums looked at: our criteria for who we provided food and phone top-ups to on a regular basis; establishing an anti-racism group; discussion on when it would be safe to meet again face to face; and which activities members would like to participate in.

Throughout the year, post-lockdown, we also met fortnightly on Zoom with members: this replaced our previous face-to-face community gatherings at Culpeper gardens, providing opportunities for

social interaction and this also became a more informal way of involving members in Room to Heal decision making. We aim to get back to regular community forums in 2021.

In 2020, we set up an anti-racist group. We created this space for members to come together and discuss issues they were facing in their day-to-day lives and any concerns they had about Room to Heal and our work. This group continued to meet monthly and, to date, the focus has been on sharing experiences of racism and sharing ideas of how members want to challenge this. This is a group that will develop over time and has the support of one of our new trustees who is a co-founder of Charities So White, alongside a therapist and caseworker at Room to Heal.

When recruiting for new staff, we continued to involve members on interview panels. This gives members ownership of the community, and gives them an important voice in shaping Room to Heal.

PARTNERSHIP WORK

Supporting our Members

Our partnership work increased massively during 2020. We collaborated with NGOs within the refugee sector to learn from each other about how to respond to the pandemic - many organisations were going through similar learning curves and it was useful to share our learnings during the early crisis period. We participated in a Hub set up by Refugee Action and our Director also attended a Women's Leadership Group, where leaders in the refugee sector came together to share information and resources to help respond to the evolving crisis. Information on health and safety of home working, wellbeing support for teams, establishing Covid-secure practices and offices were all regularly on the agenda.

When the pandemic hit, we quickly responded to offers of help from Mutual Aid groups that were forming across London to support people in their neighbourhood, which increased our reach significantly (e.g. with food deliveries to members) alongside ensuring the team were not required to travel long distances on public transport to support our members during the pandemic. We also developed a new safeguarding policy to cover this new work with Mutual Aid volunteers.

Throughout the year we continued to work with a range of organisations that provided hardship and education grants for individual members.

We set up a new partnership with the Royal Literary Fund, that enabled a published author and playwright to work with a group of members, alongside one of our therapists, to develop our members' writing skills. This will continue in 2021.

We partnered with a clinical psychologist who was completing her doctorate to undertake research on the efficacy of community relational therapy for refugees. This was at its early stages and she facilitated co-production meetings to help ensure the research is designed in an accessible and useful way for members of our community.

We also worked in partnership to advocate and campaign on the issues that impacted on our members - see 'Advocacy and Campaigns Work' below for more information.

We have a good network of organisations that we receive referrals from (see 'Referrals and Assessments' on page 11 and refer to, including the NHS, specialist and highly experienced immigration solicitors, and NGOs in this sector and beyond.

As part of our work in helping members access education, training and employment, we continued our partnerships with local social enterprises such as Luminary Bakery. Our collaborations with Doctors of the World and NHS Community Mental Health Teams ensured that specialist medical care was available for our members, and Covid-19 healthcare information was made available to members in many languages. We also worked with advice centres, housing hosting schemes, food banks, emergency shelters, and local funders offering small grants and other support to individual members.

We worked closely with Migrants Organise in 2020 who had been inundated with referrals during the pandemic and were looking to find appropriate mental health support for these new service users. Room to Heal was able to get funding to set up a new therapy group and in the latter half of 2020 we began to accept new referrals and assess people for this new group. We agreed that 50% of referrals would be taken from Migrants Organise and this group started in 2021. Following referrals, we continued to work closely with Migrants Organise and, in particular, with their casework team to work together to support our new members.

A list of our partners can be found on our website at www.roomtoheal.org/community/partners/

Sharing our Model and Learning

Prior to the pandemic, we had been approached by a number of small and large NGOs that are keen to run therapy groups and or develop community gardening projects with asylum seekers and refugees. Our strategic plan to develop this work is gathering pace and we appointed a part-time Programme Lead to explore collaborations with partners in this area.

We also started collaborating on a book on therapeutic community and group work with survivors of human rights abuses and were invited to write a chapter on our model of work. In addition, there are two other chapters being written which draw upon Room to Heal's experiences in working internationally and therapeutic gardening. This will be published in 2022.

Advocacy and Campaigns Work

There are many organisations that campaign on stopping and reverting inhumane government policies and attempt to make positive change. This is hugely important work, and we recognise that we have a moral duty to participate in challenging this, but we also acknowledge that significant positive change is unrealistic in the current political climate and the refugee sector needs to work collaboratively and beyond our normal refugee sector bubble to challenge and make inroads to stopping even worse policies being implemented. We also need to ensure that more attention is given to how statutory and NGO services can effectively support asylum seekers and refugees in this environment.

In 2020, our resources for partnership work were limited and so we chose a number of key partnerships to focus on that we believed were particularly important for the mental health of our members and that had a chance of success. For example, we are a member of 240+ organisations

who make up the award-winning campaigning coalition 'Lift the Ban' calling to allow asylum seekers to work in the UK.

In 2020 we participated in 34 external meetings/events with partner agencies and the Home Office. This included a series of Paul Hamlyn Foundation workshops on increasing provision of immigration advice in London, and a meeting at Freedom from Torture that brought together refugee organisation staff with service users to form an independent network of service users to campaign on issues that affect them, called One Strong Voice. We continued to be part of a number of thematic networking meetings between civil society and the government, including the National Asylum Support Forum and the Mental Health Forum. We also attended civil society forums including the Destitution Forum, which we sometimes hosted, and the Asylum Support Advice Network.

In 2020 we set up an anti-racist working group that members are developing with staff and trustees and, as they develop as a group, they will help us decide what campaigns we should focus on, and we support and encourage members to participate in this work.

We also participated in media activities, including radio interviews, a published news article and a podcast that has had a reach of approximately 14,000 people that covered many of the issues detailed above that were affecting our members.

International Work

In 2020, Room to Heal continued its training programme funded by the UNVFVT for a second year. The programme was co-facilitated by Mark Fish, the founder of Room to Heal, and Rim Ben Ismail, the President of Psychologues du Monde Tunisie, with the Refugee Consortium Kenya (RCK) in Nairobi and in Dadaab refugee camp, and solely by Mark Fish with St Andrew's Refugee Services (StARS) in Cairo, Egypt.

Due to the Covid pandemic and travel limitations we had to reschedule and reconfigure most of the work. Mark was able to go to Cairo for the first 3-day training workshop in January but subsequently all training was conducted online.

To mitigate Zoom fatigue, we converted our typical 3-day training workshops to 2-hourly sessions on a weekly or fortnightly basis over two 12-week periods during the year. We were thus able to fulfil our commitments to all our partners UNVFVT, RCK and StARS. However, whilst we were able to complete the programme as outlined, the limitations of the online platform were evident. We were not able to work at the same therapeutic depth as previously and a significant aspect of participant feedback was simply that they wanted us to be there in person.

Nonetheless, in general the participants in all the online groups were encouraged by the fact that we took the trouble to Zoom them every week. And, for example, it was amazing to be able to conduct such sessions with staff from three different refugee camps in Dadaab, Kenya, close to the Somali border, who were able to patch into the meeting.

The online sessions continued to provide experiential training in therapeutic group-work (albeit this time round in 2-hourly support groups) such that participants were able to further develop the skills and understanding necessary to facilitate similar groups with their own beneficiaries and/or other staff members.

Room to Heal continued to be an active member of the International Rehabilitation Council for Torture Survivors (IRCT) and signed up to their Global Rehabilitation Standards - a global commitment to survivors of torture to provide quality supports. For more information, see <https://www.roomtoheal.org/about/our-standards/>

ORGANISATIONAL DEVELOPMENT

This year has been an extraordinary year for everyone. We were quick to suspend face-to-face activities and switch to an emergency mode of working to ensure the safety and welfare of our community. The whole team - staff, volunteers, trustees - showed an immeasurable amount of commitment and ingenuity to support our members through an extremely difficult period and to keep the community aspects of our work going online. This included an initial successful fundraising campaign and rollout of emergency provisions for our members, ensuring our members were not digitally excluded, and establishing remote individual therapy and group therapy, casework and other online activities - all of this and much more has been a huge effort and achievement for the whole team and community.

Alongside this work, we were able to get some short-term funding to start to develop other aspects of our work, including:

Establishing a third therapy group - we raised funds in 2020 to set up a time-limited, one-year therapy group. This was different to our other two therapy groups that were open-ended groups and this group was set up to be a remote-only group. This group started in March 2021.

Partnership work development - we recruited a part-time, 2-days a week Programme Lead who is making contact with potential partners across the UK to collaborate on future projects. This is part of our long-term strategy to collaborate with partners to facilitate peer support through holistic, therapeutic, community and casework activities for partners' beneficiaries (see 'Ongoing Strategic Plan' on page 21 for more information).

Diversifying funding - we worked closely with the Foundation for Social Improvement, kindly funded by Lloyds Bank Foundation, to develop a fundraising strategy to diversify our income and, towards the end of 2020, the trustees agreed an additional post (part-time, 2-days a week) to focus on digital fundraising to improve our communications and fundraising with individual supporters.

Diversifying our board - three new trustees joined Room to Heal in 2020. We advertised for new trustees through the Reach programme. They brought additional expertise in monitoring and evaluation, policy and campaigning, and financial management. We also continued to appreciate the expertise on our Board of a leading immigration barrister, a specialist NHS psychiatrist in working with refugees, and management skills of our new Chair who is a behavioural psychologist and Director of BlackRock. Fifty percent of Room to Heal's current trustees identified as black or a person of colour. We also set up a trustee working group to recruit people with lived experience onto the board: plans were slowed somewhat by Covid-19 but we continue to aim to do this in a safe and sustainable way over the coming year.

Strengthening our evidence base - there is limited academic research on group and community-based interventions with asylum seekers and refugees. We are currently part of a PhD research panel to build this evidence. What is available confirms that our approach is effective (e.g. Goodkind,

2013, and Morgan, 2017). The latest research (Morgan, 2017) indicates that interventions aimed at the intra-psychic level (the internal psychological processes of an individual) such as Cognitive Behavioural Therapy are severely compromised by the enforced powerlessness of individuals to alter their situation. This research called for professionals to advocate for their clients outside of typical therapeutic encounters, whilst at the same time avoiding further disempowerment of individuals. It advocates for group-and community-based interventions to empower clients to use their own resources whilst connecting them to others. The psychologist undertaking the research with Room to Heal facilitated co-production meetings to help ensure the research was designed in an accessible and useful way for service users and the research should be completed towards the end of 2021.

During 2020 we implemented our new comprehensive clinical evaluations and completed two data sets aiming for more rigorous evaluation and findings. We adapted our group evaluations so that members could complete them online during lockdown. Given the difficulties that members have faced during the pandemic, it was not an ideal period in which to compare data sets and attempt to assess the impact of our group work. Despite this, the data has corroborated the progress that the therapists witness in group members through the participation in the group and also what members tell us in the annual survey.

Overall, the data showed a significant improvement in the majority of participants' mental health, however, they also present a non-linear recovery path for some members during the year. It is also clear to see a correlation with external factors on members' mental health for example when receiving a refusal from the Home Office on their immigration application, or when becoming homeless.

Ongoing Strategic Plan

Room to Heal's 5-year strategy was put on hold at the beginning of the pandemic as we focused on the emergency at hand. We recently started to get back on track, working towards our aim of developing partnerships across London, the UK and internationally to increase access to group and community support to asylum-seekers and refugees. Our aim is to work with organisations that recognise the long-term impact of refugees' experiences and trauma and the limitations of statutory and NGO services that focus on short-term interventions. Demonstrating the relationship between mental health and the protracted dehumanising asylum system in this country, we hope to build a coalition that will offer therapeutic interventions that enable people to live as unique, individual human beings despite the challenges they face. To help us develop this work we have recently employed a Programme Lead and she is starting to develop a partnership framework to identify like-minded partners that we can work with.

In 2020 we started to collaborate with a number of organisations in different parts of the country to support each other's work and explore more formal partnerships.

FINANCIAL REVIEW

The majority of income raised in 2020 was via Trusts and Foundations, as in previous years. The fundraising environment changed significantly with the onset of the pandemic. Many funders were swift to recognise that marginalised people like our members would be hit particularly hard and adapted their funding to help. Consequently, we received some fantastic support, with many funders

being quick to respond. We greatly valued the speed of response, their flexibility in approach, and the commitment to meeting members' needs. Without this help, some of our members would have remained homeless, without food and basic provisions, and extremely isolated.

Our total income for 2020 was £485,106 and expenditure was £286,969, which compares with an income of £273,618 and expenditure of £262,863 in 2019. We received a number of restricted grants in 2020 for projects that continued into 2021, so £150,712 of restricted reserves has been carried over to 2021.

The UNVFVT grant for direct assistance (Project P-829-DA-20) has been spent in the period examined in these accounts (1st January 2020 - 31st December 2020) and in accordance with the terms of the offer letter. The UNVFVT grant for the international training project (P-829-TS-20) was granted a no-cost 4-month extension due to the impact of the Covid-19 pandemic on travel restrictions.

Thank You

We would like to say a huge thank you to every supporter who donated to Room to Heal in 2020 and made our work possible.

Thank you to the following funders, as well as our anonymous donors, who very generously provided unrestricted grants and donations:

The 29th May 1961 Charitable Trust
A B Charitable Trust
The Alan & Babette Sainsbury Charitable Fund
The Bromley Trust
Doughty Street Chambers Donations Committee
G&H Roberts Community Trust
LGSMigrants

We are extremely grateful too for the support shown by funders who provided restricted grants, much of which was given in response to the pandemic and very specific needs of our members - such as delivery of food, phone/data top-ups, laptops, etc. Thank you to all of these funders, who are listed in the Financial Statements on page 43.

We would also like to thank all of our incredible individual supporters who very generously donated to our emergency appeals during the pandemic, and to our loyal and committed supporters who very kindly and generously support our work every month. Thank you to each and every one of you.

Fundraising Practices Statement

The Trustees reviewed the Charity Commission guidance *Charity fundraising: a guide to trustee duties* (CC20) and are confident that obligations are being met.

In 2020 we had a part-time salaried Fundraiser who carried out our fundraising. The Fundraiser is a member of the Chartered Institute of Fundraising and abides by the Code of Fundraising Practice and keeps up to date with information issued by the Fundraising Regulator and Chartered Institute of Fundraising.

We did not use third party fundraisers or commercial participators during the year.

We had pro-bono support from the Foundation for Social Improvement, kindly funded by Lloyds Bank Foundation, who undertook a review of our fundraising and created a new fundraising development strategy to help Room to Heal diversify its income sources. Implementing the strategy was heavily delayed by Covid-19 and the consequent urgent need to seek funds for new types of service delivery in 2020 (such as delivering food to members, providing phone/data top ups to members, equipping community members and staff with technology to enable members to be supported remotely during the pandemic). Nevertheless, Trustees agreed to progress with investing in a new part-time salaried Digital Fundraiser post to focus on developing fundraising and communications with individual supporters, to be progressed in 2021.

We have a complaints process, which the Trustees reviewed and agreed. We didn't receive any fundraising complaints in 2020.

Financial oversight of income generation and expenditure is provided by the Director and Finance Manager, who report to the Trustees at quarterly Board meetings and at interim Finance Sub-Committee meetings.

Reports are filed in accordance with the regulations set out by Companies House and the Charity Commission.

Reserves Policy

The Trustees reviewed the reserves policy this year in light of the Covid-19 pandemic and the predicted instability of the global economy and now aims to hold free reserves equivalent to between three and six months of the current working budget (currently between £87,000 and £174,000). This will allow the charity to continue normal activities in the event of a significant drop in funding or increased overheads and run efficiently to meet the needs of its members and staff. In addition, the reserves may also be used for innovation and development opportunities that are in line with the charity's objects. The reserves level continues to be reviewed on a quarterly basis by the board of trustees. The unrestricted funds available to the charity as at 31 December 2020 were £144,865.

RISK MANAGEMENT

Room to Heal trustees regularly review the major strategic, business and operational risks faced by the charity and systems have been developed to mitigate the significant risks. Our Risk Register analyses these risks in terms of probability, potential impact and actions necessary to mitigate these risks.

TRUSTEES' RESPONSIBILITIES

Company and charity law requires the Trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- 1) Select suitable accounting policies and then apply them consistently
- 2) Make judgements and estimates that are reasonable and prudent
- 3) Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Examiner

Patrick Morello of Third Sector Accountancy Ltd was appointed as Independent Examiner to the charity in March 2019.

Small Company Exemptions

This report has been prepared and delivered in accordance with the provisions in Part 15 of Companies Act 2006 applicable to companies subject to the small companies' regime.

This report was approved by the board and signed on their behalf.



Emily Haisley - Chair

26 / 07 / 2021



Rim Rahimtulla - Treasurer

25 / 07 / 2021

Independent Examiner's Report to the trustees of Room To Heal

I report on the accounts of the charity for the year ended 31 December 2020 set out on pages 26 to 45.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Patrick Morrello ACA
Third Sector Accountancy Limited
Holyoake House
Hanover Street
Manchester
M60 0AS

27 / 07 / 2021

Room To Heal
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 December 2020

	Note	Unrestricted funds £	Restricted funds £	Total funds 2020 £	<i>Unrestricted funds £</i>	<i>Restricted funds £</i>	<i>Total funds 2019 £</i>
Income from:							
Donations and legacies	3	97,030	379,501	476,531	62,524	210,370	272,894
Other trading activities	4	8,244	-	8,244	488	-	488
Investments	5	331	-	331	236	-	236
Total income		105,605	379,501	485,106	63,248	210,370	273,618
Expenditure on:							
Raising funds	6	29,823	-	29,823	24,787	488	25,275
Charitable activities	7	28,660	228,486	257,146	43,902	193,686	237,588
Total expenditure		58,483	228,486	286,969	68,689	194,174	262,863
Net income/(expenditure) for the year	9	47,122	151,015	198,137	(5,441)	16,196	10,755
Transfer between funds		1,758	(1,758)	-	14,741	(14,741)	-
Net movement in funds for the year		48,880	149,257	198,137	9,300	1,455	10,755
Reconciliation of funds							
Total funds brought forward		95,985	1,455	97,440	86,685	-	86,685
Total funds carried forward		144,865	150,712	295,577	95,985	1,455	97,440

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Room To Heal
Company number 6744055

Balance sheet as at 31 December 2020

	Note	2020	2019
		£	£
Fixed assets			
Tangible assets	14	3,657	4,556
Total fixed assets		3,657	4,556
Current assets			
Debtors	15	3,330	1,591
Cash at bank and in hand		306,055	102,021
Total current assets		309,385	103,612
Liabilities			
Creditors: amounts falling due in less than one year	16	(17,465)	(10,728)
Net current assets		291,920	92,884
Total assets less current liabilities		295,577	97,440
Net assets		295,577	97,440
The funds of the charity:			
Restricted income funds	17	150,712	1,455
Unrestricted income funds	18	144,865	95,985
Total charity funds		295,577	97,440

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 29 to 45 form part of these accounts.

Approved by the trustees and signed on their behalf by:



Emily Haisley (Chair)

26 / 07 / 2021



Rim Rahimtulla (Treasurer)

25 / 07 / 2021

Room To Heal

Statement of Cash Flows for the year ending 31 December 2020

	Note	2020 £	2019 £
Cash provided by/(used in) operating activities	20	205,048	(15,696)
<hr/>			
<i>Cash flows from investing activities:</i>			
Interest		331	236
Purchase of tangible fixed assets		(1,345)	-
<hr/>			
Cash provided by/(used in) investing activities		(1,014)	236
<hr/>			
Increase/(decrease) in cash and cash equivalents in the year		204,034	(15,460)
Cash and cash equivalents at the beginning of the year		102,021	117,481
<hr/>			
Cash and cash equivalents at the end of the year		306,055	102,021
<hr/>			

Notes to the accounts for the year ended 31 December 2020

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Room To Heal meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

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 amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees have reviewed the charity's forecasts and projections and in particular have considered the potential implications of the Coronavirus (COVID-19) pandemic. Whilst the eventual financial impact of the pandemic on the charity, and on the overall economy, remains uncertain, the trustees are confident that the charity will be able to remain operational throughout the pandemic. The charity has now reviewed its expenditure and projects and, based on donor commitments already received or confirmed at the date of approval, and its reserves, the trustees are confident that the charity can also fulfil its commitments to its beneficiaries for the period ending 31 December 2021.

The charity therefore continues to adopt the going concern basis in preparing its financial statements.

Notes to the accounts for the year ended 31 December 2020 (continued)

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and 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 received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

e Donated services and facilities

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 from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised; refer to the trustees' annual report for more information about their contribution.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

f Interest receivable

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.

g Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Notes to the accounts for the year ended 31 December 2020 (continued)

h Expenditure and irrecoverable VAT

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

- Expenditure on cost of raising funds includes the costs of fundraising wages and associated costs and support costs
- Expenditure on charitable activities includes the costs of activities undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

i Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. The bases on which support costs have been allocated are set out in note 8.

j Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

k Tangible fixed assets

Individual fixed assets costing £500 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Leasehold improvements	3 years
Equipment	3 years

l Debtors

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

m Cash at bank and in hand

Cash at bank and cash 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.

Notes to the accounts for the year ended 31 December 2020 (continued)

n 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.

o Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 10. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 8.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales 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. The registered office address is disclosed on page 1.

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

3 Income from donations and legacies

	Unrestricted £	Restricted £	Total 2020 £	<i>Unrestricted £</i>	<i>Restricted £</i>	<i>Total 2019 £</i>
Grants and donations	89,853	379,501	469,354	<i>58,544</i>	<i>210,370</i>	<i>268,914</i>
Donated services	7,177	-	7,177	<i>3,980</i>	<i>-</i>	<i>3,980</i>
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total	97,030	379,501	476,531	<i>62,524</i>	<i>210,370</i>	<i>272,894</i>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

4 Income from other trading activities

	Unrestricted £	Restricted £	Total 2020 £	<i>Unrestricted £</i>	<i>Restricted £</i>	<i>Total 2019 £</i>
Fundraising events	-	-	-	<i>488</i>	<i>-</i>	<i>488</i>
Invoiced services	8,244	-	8,244	<i>-</i>	<i>-</i>	<i>-</i>
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	8,244	-	8,244	<i>488</i>	<i>-</i>	<i>488</i>
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

5 Investment income

	Unrestricted £	Restricted £	Total 2020 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>Total 2019</i> £
Income from bank deposits	331	-	331	236	-	236
	<u>331</u>	<u>-</u>	<u>331</u>	<u>236</u>	<u>-</u>	<u>236</u>
	<u><u>331</u></u>	<u><u>-</u></u>	<u><u>331</u></u>	<u><u>236</u></u>	<u><u>-</u></u>	<u><u>236</u></u>

6 Cost of raising funds

	Unrestricted £	Restricted £	2020 £	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2019</i> £
Staff costs	20,359	-	20,359	19,105	-	19,105
Fundraising expenses	5,087	-	5,087	430	488	918
Publicity and materials	178	-	178	59	-	59
Events	-	-	-	477	-	477
Support costs (see note 8)	3,745	-	3,745	4,265	-	4,265
Governance costs (see note 8)	454	-	454	451	-	451
	<u>29,823</u>	<u>-</u>	<u>29,823</u>	<u>24,787</u>	<u>488</u>	<u>25,275</u>
	<u><u>29,823</u></u>	<u><u>-</u></u>	<u><u>29,823</u></u>	<u><u>24,787</u></u>	<u><u>488</u></u>	<u><u>25,275</u></u>

Fundraising expenses include £3,815 strategic fundraising consultancy costs provided pro-bono.

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

7 Analysis of expenditure on charitable activities

	Total 2020	Total 2019
	£	£
Staff costs	140,575	122,041
Staff training and supervision	5,835	5,773
Recruitment and CRB checks	413	461
Other project costs	646	1,432
Member travel	1,896	8,273
Community meal expenses	705	3,904
Project equipment (gardening materials etc)	157	404
Therapeutic retreats	-	2,630
Therapeutic report	2,710	777
Intl training project: consultant fees	11,096	19,425
Intl training project: other expenses	1,548	9,575
Intl training project: evaluation and finance costs	2,517	4,058
Covid-19 Emergency fund expenditure for members	17,656	-
Covid-19 Emergency fund expenditure additional tech costs	14,956	-
Database	3,230	2,280
Professional membership	828	272
Depreciation	2,244	2,244
Therapy rooms and office rent	21,148	23,912
Support costs (see note 8)	25,851	27,244
Governance costs (see note 8)	3,135	2,883
	<hr/>	<hr/>
	257,146	237,588
	<hr/>	<hr/>
Restricted expenditure	228,486	193,686
Unrestricted expenditure	28,660	43,902
	<hr/>	<hr/>
	257,146	237,588
	<hr/>	<hr/>

Room To Heal

Notes to the accounts for the year ended 31 December 2020 (continued)

8 Analysis of governance and support costs

	Support £	Governance £	Total 2020 £	Support £	Governance £	Total 2019 £
Staff costs	19,890	2,088	21,978	19,416	1,933	21,349
Insurance (ELI)	2,206	-	2,206	2,207	-	2,207
IT consumables	-	-	-	412	-	412
IT support	950	-	950	3,508	-	3,508
Consultancy	-	-	-	401	-	401
Volunteer expenses	57	-	57	250	-	250
Rent	2,350	-	2,350	2,657	-	2,657
Telephone and internet	330	-	330	189	-	189
Stationery	83	-	83	158	-	158
Office admin and expenses	3,730	-	3,730	2,311	-	2,311
Governance admin & expenses	-	121	121	-	165	165
Independent examiner's fees	-	1,380	1,380	-	1,236	1,236
	<u>29,596</u>	<u>3,589</u>	<u>33,185</u>	<u>31,509</u>	<u>3,334</u>	<u>34,843</u>
Allocated as follows:						
Cost of raising funds	3,745	454	4,199	4,265	451	4,716
Charitable activities	25,851	3,135	28,986	27,244	2,883	30,127
	<u>29,596</u>	<u>3,589</u>	<u>33,185</u>	<u>31,509</u>	<u>3,334</u>	<u>34,843</u>

Support and governance costs are allocated in proportion to staff costs.

Notes to the accounts for the year ended 31 December 2020 (continued)

9 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2020 £	2019 £
Depreciation	2,244	2,244
Operating lease rentals:		
Property	23,497	26,569
Independent examiner's fee	1,380	1,200
	<hr/> <hr/>	<hr/> <hr/>

10 Staff costs

Staff costs during the year were as follows:

	2020 £	2019 £
Wages and salaries	169,480	141,888
Social security costs	7,937	6,825
Pension costs	3,187	2,440
Freelance staff	2,308	11,342
	<hr/>	<hr/>
	182,912	162,495
	<hr/> <hr/>	<hr/> <hr/>

Allocated as follows:

Cost of raising funds	20,359	19,105
Charitable activities	140,575	122,041
Support costs	19,890	19,416
Governance costs	2,088	1,933
	<hr/>	<hr/>
	182,912	162,495
	<hr/> <hr/>	<hr/> <hr/>

No employees has employee benefits in excess of £60,000 (2019: Nil).

The average number of staff employed during the period was 11 (2019: 8).

The average full time equivalent number of staff employed during the period was 5.1 (2019: 4.5).

The key management personnel of the charity comprise the trustees and the Director. The total employee benefits of the key management personnel of the charity were £36,358 (2019: £35,154).

Notes to the accounts for the year ended 31 December 2020 (continued)

11 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Aggregate donations from related parties were £1,150 (2019: £nil).

12 Government grants

Room to Heal does not receive any direct government funding. The two funders in this category are: the United Nations Voluntary Fund for Victims of Torture, managed by the UN's Office of the High Commissioner for Human Rights and funded by voluntary contributions mostly from UN member states; and the National Lottery Community Fund and The Barrow Cadbury Trust/National Lottery Community Fund, a statutory corporation established by the National Lottery Act 2006, which distributes money raised for good causes through the National Lottery.

The government grants recognised in the accounts were as follows:

	2020 £	2019 £
The National Lottery Community Fund	34,024	2,236
The Barrow Cadbury Trust/National Lottery Community Fund	46,200	
UNVFVT International Training Programme	38,200	38,250
UNVFVT Direct Assistance Programme	33,616	37,485
UNHCR The Office of the United Nations High Commissioner for Refugees	3,500	
	<hr/>	<hr/>
	155,540	77,971
	<hr/> <hr/>	<hr/> <hr/>

There were no unfulfilled conditions at the end of the accounting period.

13 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

Notes to the accounts for the year ended 31 December 2020 (continued)

14 Fixed assets: tangible assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 January 2020	6,800	-	6,800
Additions	-	1,345	1,345
	<hr/>	<hr/>	<hr/>
At 31 December 2020	6,800	1,345	8,145
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 January 2020	2,244	-	2,244
Charge for the year	2,244	-	2,244
	<hr/>	<hr/>	<hr/>
At 31 December 2020	4,488	-	4,488
	<hr/>	<hr/>	<hr/>
Net book value			
At 31 December 2020	2,312	1,345	3,657
	<hr/>	<hr/>	<hr/>
<i>At 31 December 2019</i>	<i>4,556</i>	<i>-</i>	<i>4,556</i>
	<hr/>	<hr/>	<hr/>

15 Debtors

	2020 £	2019 £
Accrued income	3,146	1,407
Prepayments	184	184
	<hr/>	<hr/>
	3,330	1,591
	<hr/>	<hr/>

16 Creditors: amounts falling due within one year

	2020 £	2019 £
Accruals and deferred income	14,125	7,708
Grants owed to beneficiaries	120	10
Taxation and social security costs	2,552	2,433
Pensions	668	577
	<hr/>	<hr/>
	17,465	10,728
	<hr/>	<hr/>

Notes to the accounts for the year ended 31 December 2020 (continued)

17 Analysis of movements in restricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2020 £
The Arsenal Foundation - Gunners Fund	-	1,000	(1,000)	-	-
The Barrow Cadbury Trust/National Lottery Community Fund	-	46,200	(12,907)	-	33,293
The Blue Moon Trust	-	5,000	(3,655)	(1,345)	-
City Bridge Trust	-	18,000	(16,354)	(413)	1,233
Evan Cornish Foundation	-	5,000	(5,000)	-	-
Freedom from Torture	-	2,000	(1,532)	-	468
Garden Court Chambers Special Fund	-	2,000	(2,000)	-	-
Garfield Weston Foundation	-	45,000	(15,000)	-	30,000
The Henry Smith Charity	962	35,400	(30,996)	-	5,366
The International Rehabilitation Council for Torture Victims	-	5,965	-	-	5,965
The London Community Foundation/London Community Response Fund (Wave 2)	-	10,465	(10,465)	-	-
The London Community Foundation/London Community Response Fund (Wave 3)	-	9,945	(9,638)	-	307
Lloyds Bank Foundation Fund	-	24,930	(23,999)	-	931
Lloyds Bank Foundation Covid React Fund	-	6,522	(6,522)	-	-
London Catalyst	-	1,250	(17)	-	1,233
Martin Lewis Coronavirus Charity Fund	-	10,000	(10,000)	-	-
Merchant Taylors' Foundation	-	5,900	(2,762)	-	3,138
The National Lottery Community Fund	-	34,024	(9,600)	-	24,424
People's Postcode Lottery	-	19,284	-	-	19,284
The Roddick Foundation	493	15,500	(10,357)	-	5,636
London Churches Refugee Fund	-	800	(169)	-	631
UNVFVT International Training Programme	-	38,200	(19,397)	-	18,803
UNVFVT Direct Assistance Programme	-	33,616	(33,616)	-	-
UNHCR (The Office of the United Nations High Commissioner for Refugees)	-	3,500	(3,500)	-	-
	1,455	379,501	(228,486)	(1,758)	150,712

Notes to the accounts for the year ended 31 December 2020 (continued)

Comparative period

	Balance at 1 January 2019 £	Income £	Expenditure £	Transfers £	Balance at 31 December 2019 £
<i>Big Lottery Fund</i>	-	2,236	(2,236)	-	-
<i>BlackRock</i>	-	9,494	(9,494)	-	-
<i>Clothworkers Foundation</i>	-	7,400	(556)	(6,844)	-
<i>Evan Cornish Foundation</i>	-	12,000	(10,000)	(2,000)	-
<i>The Henry Smith Charity</i>	-	32,225	(31,264)	-	961
<i>Lloyds Bank Foundation</i>	-	24,930	(24,930)	-	-
<i>London Catalyst</i>	-	3,000	(3,000)	-	-
<i>Merchant Taylors</i>	-	6,000	(5,000)	(1,000)	-
<i>Mrs Smith & Mount Trust</i>	-	5,000	(3,750)	(1,250)	-
<i>Newby Trust</i>	-	10,000	(10,000)	-	-
<i>Roddick Foundation</i>	-	15,150	(12,156)	(2,500)	494
<i>London Churches Refugee Fund</i>	-	2,700	(2,700)	-	-
<i>Sutasoma Trust</i>	-	4,500	(4,500)	-	-
<i>UNVFVT International</i>	-	-	-	-	-
<i>Training Programme</i>	-	38,250	(37,103)	(1,147)	-
<i>UNVFVT Direct Assistance</i>	-	37,485	(37,485)	-	-
Total	-	210,370	(194,174)	(14,741)	1,455

Notes to the accounts for the year ended 31 December 2020 (continued)

Name of restricted fund	Description, nature and purposes of the fund
The Arsenal Foundation - Gunners Fund	This grant contributed to the salary costs of a caseworker.
The Barrow Cadbury Trust / National Lottery Community Fund	COVID-19 Support Fund - this grant contributed to salary costs of therapists, caseworkers and operations staff as well as direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
The Blue Moon Trust	This grant covered direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic as well as the purchase of essential additional laptops for staff to work effectively from home during the pandemic.
City Bridge Trust	This grant covers the salary of a caseworker and contributes to the salary of a therapist as well as associated running costs.
Evan Cornish Foundation	Coronavirus Emergency Funding - this grant funded costs to help us adapt our services to supporting members remotely during the pandemic, plus contributed towards a therapist and caseworker salaries.
Freedom From Torture	This grant covered direct assistance costs of food and essentials to support members through the impacts of the pandemic.
Garden Court Chambers Special Fund	This grant contributed to the salary costs of a caseworker.
Garfield Weston Foundation	Funding for core costs to be spread over 3 years (2020-2022)
The Henry Smith Charity	This grant contributed to the salary costs of the director, with a contribution to overheads.
The International Rehabilitation Council for Torture Victims (IRCT)	This grant contributed to the salary costs of a therapist and the programme lead as well as additional technology costs for members to support activities that addressed Covid-19 related obstacles.
Lloyds Bank Foundation	This grant contributed to salaries of part-time caseworker, clinical administrator and finance manager, as well as database and IT expenses and rent costs.
Lloyds Bank Foundation Covid React Fund	This grant covered additional staff time and support costs needed to provide support to members digitally during the pandemic.
London Catalyst	This grant covered direct assistance costs of food and essentials to support members through the impacts of the pandemic.
London Churches Refugee Fund	This grant funded phone cards/top-ups for members during the pandemic.

Notes to the accounts for the year ended 31 December 2020 (continued)

The London Community Foundation / London Community Response Fund (Wave 2)	London Community Response Fund – Coronavirus Appeal (Wave 2) - This grant covered additional costs of overtime worked by staff in the initial months of the pandemic as well as additional technology costs for staff and members.
The London Community Foundation / London Community Response Fund (Wave 3)	London Community Response Fund – Coronavirus Appeal (Wave 3) - This grant covered direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic.
Martin Lewis Coronavirus Charity Fund	This grant provided direct assistance costs of food and essentials, phone top ups and additional technology to support members through the impacts of the pandemic, plus a contribution to the salary costs of a caseworker.
Merchant Taylors	This grant contributed to therapist salaries and overheads to help continue our therapeutic support programme.
Mrs Smith & Mount Trust	This grant contributed to our casework programme, covering salary costs of a caseworker and clinical administrator
The National Lottery Community Fund	Coronavirus Community Support Fund - This grant provided funding for the initial set up of a third digital therapy group, covering associated therapy, casework and operations staff costs as well as direct assistance of food, phone top ups and additional technology needed.
People's Postcode Lottery	This grant is to continue covering the associated costs of the third therapy group online in 2021.
The Roddick Foundation	This grant contributed to therapist, caseworker, supervision and operational costs to help ensure we could deliver our services through the pandemic.
UNVFVT - International Training Programme	(Project P-829-TS-20) This grant was allowed a no-cost 4 month extension due to the impact of the Covid-19 pandemic and resulting travel restrictions. At the year end £19,397 had been spent in line with the grant application and offer letter leaving a balance of £18,803 to be spent in the first 4 months of 2021
UNVFVT Direct Assistance Programme	(Project P-829-DA-20) This grant has been spent in the period examined in these accounts (1 January 2020 - 31 December 2020) and in accordance with the terms of the offer letter. The grant was spent as follows: therapeutic staff salaries £15,868, caseworker salaries £5,000, director's salary £8,000, member travel fares for attending group therapy sessions £1,748 and contribution to rent costs £3,000.
UNHCR (The Office of the United Nations High Commissioner for Refugees)	This grant contributed towards emergency direct assistance for members plus a contribution to a therapist salary.

Notes to the accounts for the year ended 31 December 2020 (continued)

18 Analysis of movement in unrestricted funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Transfers £	As at 31 December 2020 £
General fund	95,985	105,605	(58,483)	1,758	144,865
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	95,985	105,605	(58,483)	1,758	144,865
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Comparative period					
	Balance at 1 January 2019 £	Income £	Expenditure £	Transfers £	As at 31 December 2019 £
General fund	86,685	63,248	(68,689)	14,741	95,985
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	86,685	63,248	(68,689)	14,741	95,985
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

**Name of
unrestricted fund****Description, nature and purposes of the fund**

General fund

The free reserves after allowing for all designated funds

Notes to the accounts for the year ended 31 December 2020 (continued)

19 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total 2020 £
Tangible fixed assets	3,657	-	-	3,657
Net current assets/(liabilities)	141,208	-	150,712	291,920
	<hr/>	<hr/>	<hr/>	<hr/>
Total	144,865	-	150,712	295,577
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Comparative period				
	General fund £	Designated funds £	Restricted funds £	Total 2019 £
Tangible fixed assets	4,556	-	-	4,556
Net current assets/(liabilities)	91,429	-	1,455	92,884
	<hr/>	<hr/>	<hr/>	<hr/>
Total	95,985	-	1,455	97,440
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

20 Reconciliation of net income to net cashflow from operating activities

	2020 £	2019 £
Net income for the reporting period	198,137	10,755
Depreciation	2,244	2,244
Interest received	(331)	(236)
(Increase)/Decrease in debtors	(1,739)	2,569
Increase/(decrease) in creditors	6,737	(31,028)
	<hr/>	<hr/>
	205,048	(15,696)
	<hr/> <hr/>	<hr/> <hr/>