



**UNHCR**  
The UN Refugee Agency  
United Kingdom for UNHCR

# 2020 ANNUAL REPORT

# CONTENTS

- 4 Chair and CEO report
- 5 Message from the High Commissioner
- 6 Building better lives
- 7 Key facts this year
- 8 Year in review
- 10 Fundraising overview
- 12 Responding to COVID-19
- 14 Partnerships
- 16 Special appeals
- 18 Public engagement
- 20 Community fundraising
- 21 Building our team and capacity
- 22 Special thanks
- 23 Looking ahead
- 24 Objectives and activities
- 25 Financial review
- 28 Structure, governance and management
- 30 Administrative details
- 31 Statement of Trustees' responsibilities
- 32 Independent auditors' report
- 36 Financial statements and notes

---

*Cover: The economic impact of COVID-19 has made life even more difficult for Syrian refugees as already precarious livelihood opportunities dried up. Salwa and her family, including daughter Ghazal, fled violence in Syria and are now displaced in Jordan.*

*UK for UNHCR contributions in 2020 funded emergency cash assistance to help families like Salwa's who had lost access to livelihoods to cover essentials such as food, school materials and rent.*

© UNHCR/Lilly Carlisle



© UNHCR/Vincent Treméau

---

Throughout 2020, UK for UNHCR contributed funds to support Rohingya refugees, helping deliver relief such as shelter and COVID-19 response activity.

Twenty-seven-year-old Rohingya refugee, Abul Kalam, holds his 17-month-old baby Arafat and three-year-old son Ayaz in the doorway of the new monsoon-ready shelter he shares with his wife, Rahima Khatun, in Kutupalong settlement.

“Volunteers helped us the day we moved. We cooked a good meal and shared it with our new neighbours.”



© UNHCR/Kamrul Hasan

# Chair and CEO report

**For all of us, 2020 brought into sharp focus the disruption a sudden crisis can precipitate, as the world faced the COVID-19 pandemic.**

A sense of uncertainty, being cut off from loved ones, and losing access to education and livelihoods were hallmarks of this collective experience. For those we serve – families fleeing their homes around the world due to conflict and persecution – these challenges are all too familiar and became even more acute as a result of the pandemic.

UNHCR was at the forefront of the race to protect some of the world's most vulnerable people from this new virus. As restrictions were imposed, UNHCR worked with national governments to ensure refugees were included in their public health plans. As nations closed their borders, UNHCR advocated strongly to keep safe routes open for those seeking protection and asylum.

Amidst this health emergency, entrenched humanitarian crises and UNHCR's responses to them continued. With a record 79.5 million men, women and children displaced globally, UNHCR teams responded in more than 130 countries, delivering emergency relief and life-saving health and sanitation measures, ensuring continued access to education and livelihoods, and protecting the human rights of all those forced to flee.

We are hugely proud of how our supporters, our staff and our UNHCR colleagues in the field stepped up and worked together to ensure refugees were not left behind during this tumultuous year.

## Supporting relief efforts

Thanks to our generous donors, UK for UNHCR contributed £4.25 million to fund relief efforts for displaced people in 2020. A significant proportion of this supported UNHCR's COVID-19 response operations around the world, helping deliver personal protective equipment (PPE) and medical supplies, build isolation facilities in camps, train healthcare staff and deliver public education campaigns to keep refugees safe.

Alongside the COVID-19 response, our special appeals raised funds to help deliver neonatal medical equipment for mothers and babies in the Democratic Republic of the Congo; winter assistance for Syrian refugees across the Middle East; and cash assistance to help internally displaced families in Yemen access food and basic supplies.

UK for UNHCR also launched emergency fundraising to help deliver humanitarian relief to civilians caught in escalation of conflict in Syria's Idlib region, and to refugees impacted by the Beirut explosion and the Moria camp fire in Greece.

## Building partnerships

We are enormously grateful to our growing coalition of private sector partners who believe in standing with refugees and supporting UNHCR's humanitarian work.

Unilever generously contributed £3 million to UK for UNHCR's COVID-19 appeal in 2020, with a further commitment planned for 2021. This drew from a joint fund Unilever established with the UK Government to help tackle the spread of COVID-19 in developing countries. This contribution provided hygiene supplies and funded public education campaigns to help refugees in South Sudan, Cameroon, Democratic Republic of the Congo and Bangladesh keep safe.

In April, we launched a two-year partnership with Comic Relief that is helping reunite displaced unaccompanied children in northern Africa with their surviving families in Europe. In July, Islamic Aid stepped forward to support refugee families in Jordan by helping deliver cash assistance.

The charity is also deeply grateful for pro bono contributions that help make our charitable work possible, including Herbert Smith Freehills, Morgan Lewis and WeWork.

### Individual giving

UNHCR's in-house individual giving programme in the UK transferred into our charity from April 2021, following the completion of the charity's database build.

To ensure UK individuals could still support UNHCR's relief work during this transition phase, in 2020 the charity delivered fundraising appeals using UNHCR's in-house platforms, including digital and offline marketing. The charity raised over £6.8 million to support refugees in this way.

This income is not recorded in the charity's accounts, as the funds were raised using UNHCR's in-house platforms. Nevertheless, these funds – which were deployed to assist refugees and our wider beneficiaries around the world in line with our charitable objects – were delivered thanks to the hard work of the charity's staff and the generosity of our donors in the UK.

### Growing our team and capacity

The charity grew from a start-up team of eight staff in January 2020 (comprising UNHCR's former in-house UK fundraising team) to 14 staff by December. The expanded team includes a founding CEO and new posts in fundraising, operations and communications. We also grew our Board to five Trustees with the appointment of Katy Steward.

Throughout this first full year of operation, the charity expanded operational capacity and frameworks, including financial systems and controls, operational policies, human resources support and technical infrastructure.

The charity's first website was developed and launched, as well as social media channels.

Like many organisations, the charity activated robust business continuity planning and moved all staff to home working in response to COVID-19. Staff welfare was a priority and ongoing support was provided, including an employee welfare programme, home office support, and online activities and expanded communications to keep our team connected.

### Our thanks

We are enormously grateful for the support we receive from colleagues across UNHCR globally and in the UK, notably from UNHCR's UK Representative Rossella Pagliuchi-Lor and her team. We also thank our fellow Board members and staff who worked so hard to ensure our support for refugees continued, despite the challenges of 2020.

Finally, we thank our donors, whose generosity and solidarity help UNHCR to care for the millions of resilient men, women and children who seek safety after fleeing conflict, and to restore hope so they can begin to rebuild their lives.



**Rebecca Perlman**  
Chair of the Board



**Emma Cherniavsky**  
CEO



## Message from the High Commissioner

For 70 years, UNHCR, the UN Refugee Agency, has been on the frontlines of every displacement crisis – yet 2020 was a year unlike any other.

The coronavirus exposed the fragility of our health and livelihoods, while magnifying the already acute vulnerabilities refugees and the displaced face around the world.

But the pandemic has also exposed remarkable resilience. The resilience of the people we serve, who continue to endure life-threatening journeys in search of safety.

The resilience of UNHCR's global team, which stayed and delivered. And the resilience of our supporters – you – who have remained by our side throughout this global crisis.

As an organisation almost entirely funded by voluntary contributions, we simply cannot save lives without your help. I want to thank you for your continued support.

**Filippo Grandi**  
UN High Commissioner for Refugees

# Building better lives



## Nurses and doctors on the COVID-19 frontline

**“We are all scared, but I choose to still hope,”** says Moheyman, an Iraqi nurse working tirelessly throughout the current COVID-19 crisis.

Moheyman is part of a team of dedicated nurses monitoring patients in the quarantine unit while they wait for their test results in a hospital in southwestern Iran. He pursued a degree in nursing thanks to a scholarship from UNHCR.

“I remember people telling me that, because I was a refugee I shouldn’t dream to go to university,” Moheyman recalls. “But I wanted to make a difference in people’s lives.”



## Helping Naamat build her own future

Naamat and her family fled to Jordan from Syria seven years ago. Her father is sick and her mother works as a cleaner, so Naamat does most of the household chores and looks after her younger brothers.

**“I am 11 years old, but I feel like I’m 100,”** she says.

Naamat and her family receive monthly cash assistance from UNHCR which they spend on essentials, like the school bus.

“I lost part of my childhood, but I find what remains in education, and in building a future for myself.”



## Volunteers sharing life-saving information

**“I think this is the best work that I can do for the good of my community,”** says Saidul.

Saidul lives in one of the densely populated camps in Cox’s Bazar, Bangladesh, and is one of over 1400 Rohingya refugees that UNHCR trained as community health workers. Saidul visits 150 households in his assigned block every week, sharing information about health and hygiene, looking out for signs of illness, and acting as a bridge between refugee communities and health facilities.

If anyone is identified as having COVID-19 symptoms, Saidul counsels them to get tested and explains the support they can receive.

# Key facts this year



**UNHCR**  
The UN Refugee Agency  
United Kingdom for UNHCR

## 2020

UK for UNHCR's first full year as  
**UNHCR's official charity partner in the UK.**

**£4.2** million

**contributed by UK for UNHCR**  
to relief operations, thanks  
to our supporters.

**79.5** million  
**people displaced globally.**  
40% are children.

**39**m 

people reached with COVID-19  
support, including **trained  
healthcare workers, handwashing  
stations, facemasks and isolation  
facilities.**

**90%**

of all UNHCR staff were **based directly  
in the field**, supporting refugees, often  
in hazardous locations.

 **107,103**  
**emergency tents** distributed to  
shelter people fleeing conflict.

**99%** the proportion of  
UNHCR's humanitarian  
budget that **relies on  
donations.**

**1%**  
is funded by the UN.



**Syria, Yemen, South  
Sudan, Bangladesh, Global  
COVID-19 Response**

are amongst the relief operations  
supported by UK for UNHCR.

# Year in review



**JANUARY**

In Sudan's West Darfur State, clashes displace 46,000 people inside the country, and another 11,000 people flee as refugees into neighbouring Chad. UNHCR starts the year by responding to the needs of tens of thousands of Sudanese people forced from their homes by violence.



**FEBRUARY**

Fighting escalates in Syria's Idlib province, leaving almost 1 million people displaced and in critical need of shelter during the coldest months of the year. As settlements of internally displaced people become overcrowded and space in houses, mosques and schools grows scarce, UNHCR helps to feed and shelter families.



**MAY**

Cyclone Amphan, the strongest storm ever recorded in the Bay of Bengal, hits as the monsoon season arrives in Bangladesh. The cyclone is the latest emergency for more than 860,000 Rohingya refugees who fled from violence in Myanmar. UNHCR works to strengthen shelters and pre-positions supplies, while refugee volunteers support families affected by the extreme weather.



**JUNE**

As winter begins in the southern hemisphere, many vulnerable Venezuelan refugees and migrants are at risk of becoming homeless or living on the streets. Shelter, blankets, food and cash assistance are needed urgently. Argentina, Bolivia, Chile, Paraguay, Peru and Uruguay together host more than 1.5 million displaced Venezuelans, but national capacities are stretched to breaking point by COVID-19.



**SEPTEMBER**

UK for UNHCR launches emergency fundraising when almost 12,000 refugees and asylum seekers are made homeless overnight on the Greek island of Lesbos as fires destroy Moria camp. For many, the fires mark the second time they have lost everything. Local authorities set up an emergency temporary site and UNHCR is on hand to provide life-saving support for those sleeping on the streets.



**OCTOBER**

UK for UNHCR launches a special appeal to help displaced families across Syria, Jordan, Lebanon and Iraq survive the winter ahead. When temperatures plummet, families in camps and settlements struggle to keep warm. UNHCR relief includes blankets, thermal lining for shelters and emergency cash assistance to help refugees buy fuel and warm clothing.





**MARCH**

© UNHCR/Eugene Sibomana

The World Health Organization declares COVID-19 a pandemic. The global crisis has an especially severe impact on people forced to flee their homes, who mostly live in countries with weak health, water and sanitation systems. UK for UNHCR launches an urgent appeal and UNHCR scales up services to keep vulnerable people safe.



**APRIL**

© UNHCR/Sylvain Cherkouvi

Indiscriminate attacks across the wider Sahel region had forced 2.8 million people to flee within their country or across borders by the end of 2020. COVID-19 further compounds this emergency, combined with climate change, food insecurity and chronic underfunding. UNHCR scales up protection and assistance but humanitarian access is limited by widespread armed conflict.



**JULY**

© UNHCR/Mahmoud Fadel

Already the world's worst humanitarian crisis, lack of funds and the arrival of COVID-19 put millions of lives at risk in Yemen. Most displaced people live in unsanitary, overcrowded conditions, and only half of the country's health facilities are operational. With the support of donors, UNHCR was able to stay and deliver, supporting Yemenis with cash assistance, shelter and protection services.



**AUGUST**

© UNHCR/Houssam Jabri

An explosion in the port of Beirut, Lebanon leaves swathes of the city in ruins. The tragedy kills hundreds, injures thousands and destroys or damages 300,000 homes. UK for UNHCR launches an emergency appeal to support the immediate distribution of shelter, cash assistance and psychosocial support to those in need.



**NOVEMBER**

© UNHCR/Hazim Ellag

Thousands of refugees flee fighting in Ethiopia's Tigray region, seeking safety in eastern Sudan. Refugees start arriving at remote border points with barely any belongings and exhausted from walking long distances. Initial aid capacity is overwhelmed but UNHCR scales up operations and provides assistance to thousands of people arriving in search of refuge.



**DECEMBER**

© UNHCR/Sylvain Cherkouvi

UNHCR warns that climate change is raising tensions and compounding threats for people already living with conflict and insecurity. Displaced people are particularly impacted by the threats posed by climate change. UNHCR is stepping up climate action, including advocating to protect forcibly displaced people from these threats, identifying at risk populations and mitigating the effects of climate change.



© UK for UNHCR/Hugh Kinsella Cunningham.

After consulting with local medical staff and refugee mothers about their needs, UK for UNHCR launched an appeal to help deliver neonatal healthcare and medical equipment in the Democratic Republic of the Congo.

# Fundraising overview

**During this first full calendar year as UNHCR’s national charity partner, UK for UNHCR formally took over all new giving activity with trusts, foundations, corporate partnerships and major philanthropists.**

UK for UNHCR achieved an exceptional year of fundraising despite the very challenging circumstances of COVID-19.

It is testimony to the generosity of our donors that UK for UNHCR raised more than £4.5 million during the year, more than three times the amount budgeted for at the start of 2020.

This was driven by corporate and foundation support, including £3 million contributed by Unilever from a joint fund it launched with the UK Government to help developing countries respond to COVID-19.

These funds enabled UK for UNHCR to help protect refugees from the virus through hygiene and public education measures implemented by UNHCR in South Sudan, Democratic

Republic of the Congo, Cameroon and Bangladesh.

UK for UNHCR did not formally take over UNHCR’s fundraising activity from individual donors until April 2021. This timing was to accommodate the build of the necessary technical infrastructure.

To ensure relief operations and refugees were not disadvantaged during this period, UK for UNHCR staff were seconded to help maintain UNHCR’s individual giving programme (digital and offline) until it migrated over to the charity.

While not included in the charity’s accounts, in 2020 a further £6.8 million was raised from the UK public by UK for UNHCR staff to support refugees in line with its charitable objects.

## National partner status

UK for UNHCR was appointed as national charity partner to UNHCR, the UN Refugee Agency, in late 2019. In this new role, UK for UNHCR has sole responsibility for all UK private sector fundraising in support of UNHCR’s global relief work, replacing UNHCR’s in-house fundraising programme.

This transfer of fundraising from UNHCR in-house to UK for UNHCR is phased over two years, between 2019 and 2021. The staggered approach is necessary to allow for operational set up, staff transfers and the establishment of the necessary legal frameworks and technical infrastructure.

It is anticipated that by mid 2021, UK for UNHCR will have taken over all new private sector fundraising activity in the UK, and UNHCR’s in-house channels will cease operations.

When a crisis erupts, emergency fundraising means our colleagues on the ground can quickly mobilise relief efforts. Thank you to all those who donated to help people displaced by humanitarian crises in 2020.



### Conflict escalates in northwest Syria

In early 2020 severe shelling and violence in Idlib, northwest Syria, forced nearly 900,000 civilians to lose their homes, one of the largest waves of displacement in nearly nine years of the crisis.

The UN High Commissioner for Refugees Filippo Grandi made repeated calls for a ceasefire, and UNHCR worked with partners on the ground to save lives and deliver urgent relief.



### Devastation in Lebanon

On 4 August two devastating explosions ripped through Beirut Port in Lebanon. The incident claimed more than 180 lives, left over 6,500 people with injuries and caused widespread damage to around 300,000 households. UNHCR responded immediately, providing emergency shelter kits and essential such as blankets and mattresses, as well as practical and psychosocial support for bereaved survivors.



### Fires destroy Moria camp in Lesbos, Greece

In September, a devastating fire ripped through a Registration and Identification centre in Moria, gutting the camp. Around 12,000 asylum seekers, including more than 4,000 children, lost everything.

UNHCR worked with local authorities to distribute food, water and other essentials to those affected. We also installed handwashing stations and temporary isolation areas to tackle the spread of COVID-19.



### Fleeing violence in the Sahel

The central Sahel region—Burkina Faso, Mali and Niger—is facing a severe humanitarian crisis. Civilian displacement rose sharply in 2020, driven by intense and indiscriminate violence. More than 800,000 people have fled country, with 3.1 million internally displaced.

UNHCR is delivering shelter, supporting victims of sexual violence and helping restore school lessons, alongside its COVID-19 response.

## Allen & Overy

Allen & Overy has been supporting UNHCR's work to protect displaced people since 2015. In 2020, the firm supported UK for UNHCR's emergency appeals for the Sahel crisis, conflict in northwest Syria and COVID-19.

Allen & Overy is also a vital partner for UNHCR's Refworld case law database, providing financial support and pro bono expertise to a major website upgrade project.

# Responding to the pandemic

## Costa Rica

UNHCR adapted rapidly to register refugees and asylum-seekers for cash assistance remotely. Additional cash grants were given to those at higher COVID-related risk, such as older people and people living with chronic medical conditions.



© UNHCR/Erin Gerstner

## Colombia

UNHCR helped to build facilities for COVID-19 patients in a hospital in the border town of Cúcuta, Colombia. More than 100 Refugee Housing Units were installed for patients from both the Venezuelan and Colombian population.



© UNHCR/Fernando Hernandez Parada

## Niger

UNHCR identified overcrowded sites and initiated effective site planning to ensure the necessary distance between shelters. UNHCR also helped to set up isolation units and boost health care infrastructure.



© UNHCR/Marlies Cardoen

## UK for UNHCR COVID-19 appeal

**As the full extent of the pandemic became clear, UK for UNHCR mobilised to raise vital funds to support UNHCR's COVID-19 relief operations.**

This helped to provide a critical lifeline to the most vulnerable displaced families.

Refugees often live in overcrowded camps, makeshift settlements or urban centres, where social distancing is virtually impossible. Limited access to soap or water means many were even more vulnerable to the virus.

Despite the many challenges we faced at home, UK supporters responded generously, helping UK for UNHCR deliver a combined £4.5 million to help displaced populations keep safe from COVID-19. This included £3.1 million raised directly by the charity, and £1.4 million raised by our staff via UNHCR channels before they transitioned to the charity.

We are grateful to the many individuals, communities and partners who stepped forward to respond, including generous support from Unilever and the UK Government (see p14).

[www.unrefugees.org.uk/covid-response](http://www.unrefugees.org.uk/covid-response)

## Ukraine

In March 2020, Ukraine instructed people to wear face masks in all public places. UNHCR provided sewing machines, fabrics and other materials so that people living in conflict-affected eastern Ukraine with could produce face masks for their community.



## Lebanon

More than 1,200 community groups, including community health volunteers, have been mobilised to help prevent infection and transmission in refugee settlements across Lebanon, which hosts 1.5 million Syrian refugees.



## Sudan

UNHCR upgraded water stations in health facilities, isolation centres and food distribution centres and distributed 2.2 million bars of soap. UNHCR increased water supplies to South Sudanese refugees and established emergency water supply stations for surrounding host communities.



## Bangladesh

UNHCR and partners responded quickly to the threat of coronavirus by opening two isolation and treatment facilities with a total of 200 beds, with plans to increase capacity to a minimum of 1,900 beds in the Cox's Bazar district.



# UNHCR response



Over **39 million** forcibly displaced people received COVID-19 assistance.



**15 million** refugees and internally displaced people accessed protection services, including prevention and response to sexual and gender-based violence.



**9 million** people were assisted with health care.



**33 million** masks were distributed.



**8.5 million people** received cash assistance.



# Unilever

Throughout 2020, Unilever has provided essential support to UNHCR’s COVID-19 prevention and response activity, ensuring that more refugees can keep safe from outbreaks and live with dignity through healthy hygiene habits and increased access to hygiene products, such as soap.

In 2020 the company launched the Hygiene Behaviour Change Coalition – an initiative to help the humanitarian community, including vulnerable refugees, change behaviours around handwashing and general sanitation and hygiene – with the UK Government’s then Department for International Development (DFID).

As a member of the coalition, UK for UNHCR received a £3 million grant in 2020, with additional support committed for early 2021. This funding was used to help limit exposure of an estimated 18 million refugees and host community members to COVID-19 through increased hygiene promotion in four countries: the Democratic Republic of the Congo, South Sudan, Bangladesh and Cameroon.

Unilever also donated hand sanitiser, detergent and more than 30 million bars of soap directly to UNHCR to help protect refugees and others forced to flee from the spread of coronavirus.



**Hana (27) is a community-based outreach volunteer in Ajoung Thok refugee camp in South Sudan.**

Thanks to support from Unilever, Hana and other volunteers shared information on how people could prevent the spread of COVID-19.

Hana said: “Information about COVID-19 is making a big difference to refugees.

“They are changing their hygiene, they are not crowding, they wash their hands frequently, and when one falls sick, also they see doctors.”

# Islamic Aid

**In 2020, Islamic Aid supported humanitarian relief for refugee families in Jordan, offering a vital lifeline for those living in displacement and poverty.**

Jordan has one of the world's highest refugee populations per capita, most of whom have fled the continued crisis in Syria. After years away from their homes and work, most refugee families have exhausted any savings they may have had and struggle to pay for their basic needs, including rent, food and healthcare.

Close to 80% of Syrian refugees live in urban areas and Islamic Aid's support has focused particularly on helping refugees in towns and cities. With their support we have helped families to put food on the table, send their children to school or pay for rent, vital medicine and other essentials.

Islamic Aid's contribution has supported Syrian refugees like Odai and his grandfather Abdul Hameed. Odai's father



© UNHCR/Lilly Carrislie

was killed during an airstrike in Syria and since then Abdul Hameed has helped to raise him. The family receives cash assistance which they use for rent, food and electricity.

Abdul Hameed said: "If this assistance was cut off, we would have nothing. I would have to resort to collecting bread from the bins again. There would be no money for getting the things that Odai needs."



© Mark Henley/Clarens Reunited48

# Comic Relief

**Comic Relief awarded UK for UNHCR a grant in May 2020 as part of their 'Across Borders' programme, which focuses on supporting refugees on the move from the Middle East and North Africa to Europe.**

Many unaccompanied and separated children, who have escaped persecution and conflict in countries such as Eritrea, Somalia and Sudan, then find themselves in transit and asylum countries such as Egypt, Libya and Ethiopia where they continue to be exposed to unfathomable atrocities.

The grant supports a UNHCR family reunification project which aims to enhance legal pathways for hundreds of refugee children and youth in Egypt, Libya, Ethiopia and Sudan so that they can be safely reunited with their families.

The project has faced multiple challenges in 2020, not least the COVID-19 pandemic and the escalation of fighting in Ethiopia in late 2020. Staff have adapted their work to ensure that refugee children continue to be identified for reunification despite these difficult circumstances.

# Special appeals

As outlined in the Fundraising overview (p10), UK for UNHCR delivered special appeals through UNHCR's in-house channels in 2020. These supported UNHCR relief operations in line with our charitable objects, and raised funds through digital channels, direct marketing and press advertisements. Thank you to all who contributed.



*“If I hadn't received these things I would never have been able to afford to buy them. I am just thankful we are safe and warm here.”*

*- Nisreen*

© UNHCR

## Emergency winter support

**Winter is the most challenging season for refugees and displaced people across the Middle East, including millions of Syrian refugees.**

Many displaced families are living in informal tented settlements or unfinished buildings that provide little protection from winter weather. They are especially vulnerable as temperatures plummet and winter storms wreak havoc.

Our winter appeal raised more than £600,000 to help provide essentials to families like Nisreen's. Widowed, she lives in Azraq UNHCR camp, Jordan, with her four children.

“I used to enjoy winter in Syria. It was cosy. Winter here is very different. In Syria we had proper walls! Now we have metal walls, which give some insulation but they still bring a lot of cold into the home.

“UNHCR gave us the gas cylinder, and the heater and blankets. If I hadn't received these things I would never have been able to afford to buy them. I am just thankful we are safe and warm here.”

## Delivery of relief

As of 31 January 2020, nearly 2.6 million Syrian and Iraqi displaced people had received winter assistance from UNHCR, predominantly:



core relief items such as high thermal blankets, plastic sheets and winter clothes.



means to improve their shelter, including weather-proofing and repairs.



improvements to drainage systems and infrastructure in camps and settlements.



seasonal cash assistance to meet additional needs during winter.





© UNHCR/YWU

## Survival in Yemen

The situation in Yemen remains volatile but throughout 2020, UNHCR helped displaced people through the twin threats of COVID-19 and the terrible poverty that has left millions struggling.

Jean-Nicolas Beuze, UNHCR Representative in Yemen, has expressed his thanks to everyone who donated a combined £950,000 to our UK appeal, saying:

“Throughout this catastrophe, my team and I have remained on the ground and with your generous support, we will continue to provide life-saving assistance to thousands of displaced families in Yemen. I’d like to express my warmest thanks to you for continuing to stand with Yemenis at this time.”



**47,500 families provided with items such as blankets, jerry cans and solar lamps.**



**37,500 vulnerable families received tents and shelter.**



**almost 100,000 displaced families received emergency payments to help them access food and medicine.**



**COVID-19 prevention measures and supporting five medical facilities across Yemen.**

## Helping mothers and babies in the Democratic Republic of the Congo

In autumn 2020 we launched a special appeal to help refugee mothers who had fled to the Democratic Republic of the Congo (DRC) to escape terrible violence in neighbouring Central African Republic.

Premature and underweight babies are most at risk, with breathing difficulties, hypothermia and infection the three big killers. For mothers, the greatest danger is complications that can arise during labour, such as a breech birth. Dr Nellie and her team work tirelessly to ensure refugee mothers in the Inke UNHCR camp can give birth safely.

The appeal raised £158,000 for vital equipment to save the lives of mothers and their newborns.



© UK for UNHCR/Hugh Kinsella Cunningham

*“I am so thankful that here at Inke UNHCR camp we can give families shelter and protection, but as a doctor, I am extremely frustrated that we cannot always give them the medical care they need. Every mother should be able to enjoy the experience, in a safe and well-equipped environment.”*

**Dr Nellie Sangwa, head of maternity at UNHCR’s Inke camp.**

# Public engagement

**Throughout the year, we worked to raise public awareness of global refugee crises and our appeals.**

This included the escalation of conflict in Idlib, northern Syria, and UNHCR's global operations to protect refugee populations from COVID-19. Media coverage included BBC online, ITV, Daily Telegraph, Guardian, Sky News and TalkRadio.

Our Winter PR campaign drew attention to the plight of refugees during the bitterly cold Middle East winter. The campaign included a crowdsourcing partnership with Twitter UK and UNHCR Goodwill Ambassador Neil Gaiman, and a collaboration with University College London that produced thermal imaging to demonstrate how UNHCR winter clothing keeps refugees warm.

UK for UNHCR also commissioned its first content mission, visiting UNHCR operations in the Democratic Republic of the Congo. Photography and case studies from the mission,

including interviews with health workers and refugee mothers, helped raise funds to support neonatal services for refugee mothers.

## Website launch

The design and build of UK for UNHCR's inaugural website was completed. The site went live in October 2020, launching with comprehensive content and functionality ready to support digital campaigning in 2021. It provides information about partnerships, appeals and the impact of the charity's support for displaced people across the world. [www.unrefugees.org.uk](http://www.unrefugees.org.uk)

## Social media

UK for UNHCR's social media channels went live in November – Facebook, Twitter, Instagram, YouTube and LinkedIn. A digital communications drive helped the charity attract 3,094 followers to these new channels during the first seven weeks up to 31 December. Growing our online community is a priority for 2021.

## WeWork supports World Refugee Day

To mark World Refugee Day (June 20), UK for UNHCR partnered with WeWork to deliver a series of virtual events. This provided a platform for refugees to share their stories with WeWork members across the UK.

Live webinars featured Yadawee social enterprise in Egypt, where refugee textile artisans were producing face coverings; Za'atari Refugee Camp in Jordan,

interviewing a refugee soccer coach who is helping young refugee girls learn to play; and a panel on helping refugees access livelihoods, including refugee and UNHCR speakers.

The charity is also grateful to WeWork for its generous provision of in-kind office space as part of its Growth Campus Initiative.



*Howaida, a refugee from Sudan, works at Yadawee, a social enterprise in Cairo supported by UNHCR's MADE51 livelihoods initiative.*

© UNHCR/Pedro Costa Gomes

# Solidarity in winter



© UNHCR/Jordi Matas

The solidarity scarf was shared with the women who helped design it in Azraq refugee camp, Jordan.

## British author and UNHCR global Goodwill Ambassador, Neil Gaiman, asked his Twitter followers to tell him what reminded them of warmth.

After receiving almost 1,000 responses – with Ben Stiller and Monica Lewinsky among those to contribute – Gaiman composed a freeform poem to launch our Winter Emergency Appeal for refugees across the Middle East.

*What You Need to Be Warm* touches on everything from “A baked potato of a winter’s night to wrap your hands around” to “The tink tink of iron radiators waking in an old house.”

The campaign drove more than 12,000 visits to our appeal site and the poem was read out live on the BBC’s flagship Today Programme, alongside other media.

Gaiman’s poem has since been knitted into a three-metre UK Solidarity Scarf, by digital knitting machine company Kniterate, featuring traditional floral designs created by Syrian women in Azraq refugee camp, Jordan, which was supported by the appeal.

We are very grateful to Neil Gaiman, Twitter for Good and UNHCR for this generous support.



Neil Gaiman reveals the poem live from Twitter UK.

© UNHCR/Caroline Irby

# Community fundraising

**We are grateful to all our supporters, especially our many community fundraising champions who raised more than £50,000 despite the challenges of 2020.**

COVID-19 restrictions in the UK for most of the year meant that supporters had to be particularly creative. For some people, virtual events took the place of in person challenges, whilst others – like James Overton’s planned swim – had to be completely re-thought.

Coronavirus also spurred many people onto creative ways that they could fundraise to help refugees.

For example, the Griffiths 12-hour swing-a-thon, and others who asked for birthday donations or used their own blogs, online classes or other platforms to raise vital funds to support displaced people.

[www.unrefugees.org.uk/fundraise-for-refugees](http://www.unrefugees.org.uk/fundraise-for-refugees)



## James Overton

**James Overton is an ultra-endurance swimmer and UK for UNHCR supporter who never shies away from physically pushing himself.**

When COVID-19 forced the 38 year old to postpone his plan to swim from Land’s End to the Isles of Scilly (30 miles), he set himself a new challenge. In December James ran 70 miles from Newton Abbot to Bude to mark the 70th anniversary of the creation of UNHCR.

So far James has raised more than £1500 for UK for UNHCR, and the athlete has further plans to support refugees in 2021.

*“Every single refugee in the world deserves stability, and I want to raise as much money as I can to help secure their safety.”*

## Griffiths family

**During the first coronavirus lockdown in the UK, the Griffiths wanted to help displaced people living in refugee camps around the world by raising funds for UK for UNHCR.**

The family of five – Sarah, Wyn, Harry, Bella and Gwen – decided to do a 12 hour ‘swing marathon’ to help make sure that displaced families had what they needed to keep themselves safe and stop the spread of the disease, namely hygiene packs and healthcare services.

The Griffiths took it in turns to do ‘shifts’ of 30 minutes swinging from 9am to 9pm, and smashed their fundraising target.

*“We wanted to do something to help others in this very complicated time.”*

# Building our team and capacity



Establishing the charity's growing team was a major focus in 2020. In January, UNHCR's in-house fundraising team of eight staff transferred into UK for UNHCR to set up the charity's operations and transition leadership giving.

By the end of 2020, the team had grown to 14 staff, including the appointment of the charity's founding CEO in September, and new roles in fundraising, operations and communications.

A human resources consultant was engaged to ensure the charity is delivering best practice in areas such

as recruitment, employment terms and staff welfare.

Throughout 2020, we continued to build our start-up systems and operational frameworks.

This included establishing robust systems and controls for finance, IT and GDPR, and expanding the charity's policy portfolio in areas such as safeguarding, procurement and data privacy.

A GDPR audit was commissioned to ensure the charity continues to deliver best practice systems and workflows around data privacy.



## Emma Cherniavsky, founding CEO

**Emma brings over 20 years' experience in fundraising and senior management in the non-profit and politics sectors.**

Prior to joining UK for UNHCR, Emma served as Deputy CEO and Director of Fundraising for UK political party the Liberal Democrats, leading fundraising through three general election campaigns in six years.

Emma previously served as Chief Development Officer of the International Crisis Group, the Brussels-based international NGO focused on the prevention and resolution of deadly conflict.

She also spent a decade working in senior development roles for Human Rights Watch, helping build fundraising committees in North America and Europe to support global human rights activity.

In her early career, Emma worked for the Capital Group, the World Bank and the US State Department.

## Adapting to COVID-19

From March, UK for UNHCR initiated business continuity plans and launched emergency fundraising to support UNHCR's global response.

As we shifted to 'work from home' in line with UK restrictions, staff welfare was a priority. Support measures included video connectivity using Microsoft Teams, home office support, proactive leave management, bonus leave days and virtual social events.

A robust employee wellbeing programme was launched, offering free, confidential services to staff such as counselling, health advice and GP access. Introducing paid carer's leave ensured staff could support dependents if required.

# Special thanks

Thank you to the following partners and their staff for their major support

ALLEN & OVERY



Thank you to UK for UNHCR special supporters

- Croudace Homes Group
- Euro Quality Foundation
- Google
- Herbert Smith Freehills
- Independent Maritime Advisors
- LinkedIn
- Morgan Lewis
- Slaters Electricals Holdings
- So It Goes Creative

Thank you to other UK contributors to UNHCR

- The Asfari Foundation
- Avanti
- Baker McKenzie
- Cowshed Communication
- The Bellinger Donnay Charitable Trust
- Hands Up Foundation
- Hope Health Action
- Isle of Man Government
- Saïd Foundation
- Vodafone



© UNHCR/A Krause

*“It is giving me joy that I am going back.”*

UNHCR helped Pelagie return to the Central African Republic six years after fleeing violence.



## Looking ahead

UK for UNHCR aspires to become the go-to charity for individuals and organisations in the UK that wish to engage in and support the global refugee cause. UNHCR is looking increasingly to the private sector to help make its relief work possible, so to meet this challenge UK for UNHCR aims to continue its growth as a highly successful national partner.

Our ambition is to harness the UK’s position as one of the top philanthropic markets in the world and the leadership that many UK companies have shown in their Environmental, Social and Corporate Governance (ESG) practices.

Under the leadership of the newly appointed CEO, and with an expanded team in place, the charity will develop a five-year strategic plan in 2021 that is ambitious, inspires public solidarity and helps UNHCR teams respond to unprecedented levels of global displacement.

2021 is the second and final year of a transition window that sees the charity take full ownership of UNHCR’s former in-house fundraising operations. As reported earlier, the individual giving programme, which includes digital and offline fundraising, will migrate to the charity from the second quarter of the year.

To support this, the charity will complete a significant technical infrastructure build in the first half of the year. This will ensure UK for UNHCR can continue serving more than 100,000 UNHCR supporters with appeals, public advocacy and reports about the impact of their donations.

Expanding and diversifying fundraising channels, with a particular focus on philanthropy and partnerships, will be accompanied by a growing media outreach programme and the development of brand assets and audience insights.

To support our ambition, the staff will expand with new posts in major philanthropy, trusts and foundations, community fundraising and finance. The Board will also expand with additional Trustee appointments.

The charity will continue to collaborate closely with the UNHCR Representative Office in London, through public engagement and campaigns that raise public understanding of refugee crises and build solidarity for refugees worldwide.

## In 2021 we will...



**Launch individual giving**



**Develop our five-year strategy**



**Fund relief programmes**



**Build public solidarity**



**Grow our staff and our Board**



**Expand and diversify**

# Objectives and activities



## Our vision

A world where every person forced to flee can build a better future.

## Our mission

We build solidarity and raise funds for refugees worldwide by: creating a platform for the UK community to take action; sharing refugee stories to raise awareness and inspire the UK public; and building partnerships that mobilise support for refugees.

## Our activities

We fundraise across multiple channels, including direct marketing, digital, community fundraising, corporates, trusts, foundations and other philanthropists. Our impact reporting demonstrates how donations help beneficiaries. We raise solidarity and awareness through media and PR, social media, high profile supporters, events, campaigns and partnerships.

## Charitable objects

UK for UNHCR's charitable objects, as defined by its Constitution, are as follows:

- i) *The relief of refugees, asylum seekers, internally displaced persons and Stateless Persons by raising funds in the United Kingdom in support of UNHCR's (United Nations High Commissioner for Refugees) protection and assistance programmes as are regarded as charitable under English law.*
- ii) *The advancement of education, and the awareness of the public in general, about the situation and the needs of refugees, asylum seekers, internally displaced persons and Stateless Persons worldwide.*
- iii) *The promotion of social inclusion for the public benefit, in the UK and worldwide, by preventing refugees, asylum seekers, internally displaced persons and Stateless Persons from becoming socially excluded, and by relieving the needs of those refugees, asylum seekers, internally displaced persons and Stateless Persons who are socially excluded and assisting them to integrate into society.*

## Public benefit

The Trustees confirm that they have complied with the duty outlined in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit.' This guidance addresses the need for all charities' aims to be, demonstrably, for the public benefit.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2).'

## Volunteers

With the exception of the Trustees, UK for UNHCR did not engage other volunteers during this period. However, volunteer engagement is anticipated as the charity grows and returns to office-based working.

## Accreditations

UK for UNHCR is a member of the Fundraising Regulator and signatory to its Code of Conduct. It is also a member of the Institute of Fundraising and the National Council for Voluntary Organisations.





Before being forced to flee, Amirul used to be a teacher in Myanmar. He and his family were among over 800,000 Rohingya displaced by horrific violence in 2017. They now live in Nayapara camp, Bangladesh, where Amirul continues to teach children in an effort to keep their education going.

"It's important to be educated. We need to educate more," Amirul says. "I teach them like my own children... I want them to develop."

## Financial review

### Review of the charity's financial position at the end of the period

During the period, the charity generated a total income of £5.8 million, which included donations of £5.2 million and £150,000 of legacies. After costs of £618,000 for raising funds and charitable spend of £4.9 million, the charity recorded a surplus for the period of £297,000.

The charity made distributions totalling £4.2 million to support UNHCR relief operations during this period. This supported operations such as Syria, South Sudan, Yemen, Cameroon, Bangladesh and global COVID-19 response. The charity's reserves at 31st December 2020 stood at £300,000. The charity held cash at this date of £2 million.

### Principal funding

United Kingdom for UNHCR receives an annual grant from UNHCR to support its fundraising activity. This grant reflects the annual fundraising target proposed by the charity and is agreed each year through a formal annual agreement. The agreement defines the target income set by the charity and the minimum returns expected by UNHCR in return for this grant.

UNHCR is also providing additional investment to help fund some of the charity's start-up costs and support its growth as a new national partner. As the charity grows unrestricted income it will increasingly cover costs through retention,

while maintaining fundraising efficiencies and maximising transfers to UNHCR in line with its annual agreements and charitable objects.

UNHCR is committed to supporting the charity during this start-up phase. In 2021, UNHCR has agreed that the charity can retain the equivalent of 25% of funds raised in the UK, to increase reserves and help fund operating and fundraising costs.

### Reserves policy

Since the establishment of the charity, the charity's expenditure has been funded by a series of grants from UNHCR. This funding is provided in accordance with the terms of an agreement between the parties (the 'Annual Partnership Agreement'). In accordance with the terms of the Recognition Agreement between the charity and UNHCR, fixed percentages of fundraised income generated are distributed to UNHCR for charitable purposes.

Whilst the charity is in its initial phase, it is dependent on UNHCR to ensure that it has sufficient funding to undertake its activities. Looking ahead, it is envisaged that the charity will retain sufficient reserves to ensure that it can safeguard its operations for the benefit of refugees worldwide.

The charity holds restricted reserves to meet the requirements of donors.

The charity will establish a fixed asset reserve in due course if the level of fixed assets held becomes material.

The Trustees will consider the minimum required level of

free reserves, i.e. excluding restricted and any designated reserves that may be set up in the future, not less than annually. Relevant factors will include projected financial performance including anticipated cash flows, risks to income streams and the other main risks facing the charity. In the initial stage of the charity's existence, it is the policy of the Trustees to hold free reserves equivalent to four months' projected operating expenditure. For 2021, the Trustees recognise the importance of building sufficient reserves and have approved an annual budget plan that will deliver a small surplus for the charity.

### Level of reserves held

As at 31st December 2020 the charity's reserves were £300,000, which meets our reserves target. The Trustees are confident that the charity can continue to operate effectively because of the arrangements with UNHCR and the approved annual operations plan.

### Going concern

As a national partner to a United Nations agency, United Kingdom for UNHCR has access to investment in the form of an annual grant, which supports its activity and the growth of its fundraising programmes for refugees. The strong performance of fundraising across all channels in 2020 is indicative of high levels of current donor support and future potential in the UK for our cause.

Building on this momentum, UNHCR has confirmed a minimum grant of £3.9 million to support the charity's operational and fundraising activity in 2021. The first £1.7 million of this was provided in February 2021.

Additional investment from UNHCR may be available during the year if fundraising targets are met. The charity has also secured rent-free office space for 2021, thanks to a generous in-kind contribution by WeWork.

The UK market has been identified as a key driver in UNHCR's global private sector partnerships and fundraising strategy as it responds to unprecedented humanitarian need and downward pressure on government contributions.

To this end, the relationship between UNHCR and the charity is long-term in nature, with a multi-year partnership agreement in place. The Trustees have full confidence that, with continued access to UNHCR grants to support its activities, alongside income retention to help build reserves, the charity remains a going concern for the foreseeable future.

### Impact of COVID-19 pandemic

Donors responded generously to the charity's COVID-19 emergency appeal to help protect refugee camps and populations from the virus. The charity raised significantly more than its annual 2020 target but is taking a conservative planning approach for 2021 to factor in economic recession and continued uncertainty with COVID-19.

COVID-19 had a significant impact on the charity's staff and operations. While the charity moved swiftly to remote working in March 2020, our productivity was not adversely impacted. To support staff during home working and rolling lockdowns, several initiatives were implemented, such as home office support, ensuring staff used their leave, launching an employee assistance programme (with health, mental wellbeing and counselling services), additional leave to acknowledge extra hours worked and paid carer's leave to help staff who needed to care for family members.

Staff welfare remains a priority in 2021, especially given the extended third lockdown through winter and spring. Further steps have been taken to help staff manage work-life balance and reduce out of hours email activity.

## Principal risks and uncertainties

The Trustees review significant risks at each Board meeting and the senior leadership team maintains a risk register which is reviewed monthly. All risks are considered by the Trustees to be appropriately managed and mitigated.

UK for UNHCR proactively manages risk in several categories.

### Financial

The charity has identified the economic fallout from COVID-19 as a significant factor for future planning. Fundraising targets set for 2021 have been deliberately conservative to reflect this and the charity's operating budget has been built with this in mind.

During this start-up period, UNHCR is committed to supporting the charity's operations, which provides a level of stability and reduced risk. On an annual basis, UNHCR also makes grants available to the charity for fundraising activities, based on a return-on-investment target.

As a new charity, UK for UNHCR is taking steps to increase its reserves and UNHCR has committed £3.9 million to support the charity's fundraising and operational costs in 2021. The first £1.7 million of this was received in February 2021.

The charity has financial controls in place to ensure compliance, best practice and value for money in all expenditure. A financial consultant provides regulatory advice, while accounts are managed by an accredited accountant. In April 2021, the senior leadership team expanded with the appointment of a full time Director of Finance.

The Trustees are also briefed on the charity's management accounts on a monthly basis.

## Technological

The charity only procures and operates accredited products to store files and operate with, such as Salesforce (CRM), iRaiser (donation processing) and Microsoft (for office products and video calls). Cloud based storage with frequent back up is used and the charity does not currently house or own any servers on its premises.

As start-up operations continue, the build of the charity's database platform is business critical. A Director has been overseeing the migration, and a dedicated Database Manager has been appointed from March 2021.

Cybersecurity is an ongoing concern for any organisation operating online. As the charity will begin high volume fundraising campaigns from mid 2021, it will be conducting a cybersecurity audit to ensure best practice continues to be met, including a data breach policy review.

The charity engages an IT services provider to deliver a secure working environment and manage all IT needs.

## Safeguarding

Protecting the safety and dignity of beneficiaries, our staff and supporters is central to the charity's values.

Like our implementing partner, UNHCR, the charity has zero tolerance for all forms of bullying, harassment and abuse.

Both the charity and UNHCR have safeguarding policies and complaints procedures available to staff and beneficiaries. The charity's staff handbook includes policies on grievances relating to harassment and bullying, as well as how to raise concerns about the safety of vulnerable people, including children, whether in the field or in the UK.

UNHCR has dedicated staff in every operation globally who are responsible for safeguarding and ensuring beneficiaries and staff can come forward with any concerns. All allegations of sexual harassment and abuse are referred by UNHCR to the Inspector General's Office to ensure an independent investigation can be carried out.

Consent is always gained from the subjects of case study photography and materials that the charity uses. For any materials relating to children, a parent or guardian must provide consent.

All new staff complete a United Nations safeguarding training module and group training is periodically hosted on various themes.

## Reputational

UK for UNHCR is accredited with the Fundraising Regulator and is a signatory to its Code of Conduct. It is also a member of the Institute of Fundraising (IoF) and the National Council for Voluntary Organisations (NCVO).

The charity performs due diligence on all new potential partners and major philanthropic relationships, as well as in its communications outreach such as engaging high profile supporters and influencers in campaigns.

Established networks and procedures ensure that reputational issues relating to programmes supported by the charity are flagged by UNHCR, helping ensure partners can be kept informed.

## Regulatory

An external HR consultant provides updates on HR legislation and advises the Trustees and senior leadership team on employment issues, while a financial consultant provides advice on financial controls and audit requirements.

The charity receives professional legal advice from its principal legal advisors to help inform decisions, risk management and regulatory compliance.

Policies are in place to cover issues such as procurement, anti-corruption and anti-bribery, whistleblowing, and health & safety.

# Structure, governance and management



## Structure and related parties

United Kingdom for UNHCR is registered charity 1183415 (England & Wales) and constituted as a charitable incorporated organisation (CIO). It is the official charity partner in the United Kingdom for the United Nations High Commissioner for Refugees (UNHCR).

UNHCR, also known as the UN Refugee Agency, is a global humanitarian agency governed by the UN General Assembly and headquartered in Geneva, Switzerland. The agency was established in 1950 and is the custodian of the 1951 Refugee Convention. It is the lead global agency mandated to safeguard the rights and wellbeing of forcibly displaced and stateless people.

UNHCR maintains a formal Representative Office in the UK, responsible for UNHCR's policy work and UK government relations relating to asylum seeking and resettlement in the United Kingdom.

The relationship between UK for UNHCR and UNHCR is governed by a 'Recognition Agreement,' which sets out the terms for collaboration between the two independent organisations in support of the charity's beneficiaries and purposes. This agreement also confirms United Kingdom for UNHCR's appointment as UNHCR's sole charity partner in this country.

UK for UNHCR is one of nine independent charity members in UNHCR's global fundraising network, which includes other national charity partners in the United States, Japan, Australia, Spain, Germany, Sweden, Switzerland and Argentina.

UK for UNHCR contributes funds to global humanitarian relief operations delivered by UNHCR, in order to support forcibly displaced and stateless people in line with the charity's objects.

## Trustees and governance

The organisation is governed by its Constitution and its only voting members are the charity's Trustees, who make up the charity's Board. The Board is responsible for ensuring that UK for UNHCR's vision, mission and activities support its charitable objects for the benefit of forcibly displaced and stateless people.

The Board receives advice and information during its regular meetings with the CEO and other senior leadership team members. In 2020, the Board convened eight formal meetings, which were also attended by the senior leadership team, as well as additional meetings with UNHCR executives. These meetings help Trustees to review the performance, financial health and regulatory compliance of United Kingdom for UNHCR.

The charity's Constitution requires there to be at least three charity Trustees. If the number falls below this minimum, the remaining Trustee or Trustees may act only to call a meeting of the charity Trustees or appoint a new charity Trustee. In anticipation of expanding the Board in 2021, a resolution passed on 22 April 2021 increased the maximum number of Trustees permitted from seven to 12.

The first Charity Trustees were appointed for 12 months and any additional Trustees must be appointed for a term of 12 months by a resolution passed at a properly convened meeting of the charity Trustees.

Following a Constitution amendment in October 2019, every retiring trustee, including but not limited to the first Charity Trustees, is eligible for reappointment by way of a resolution passed at a properly convened meeting of the charity Trustees. A charity Trustee shall not be counted in the quorum present when any decision is made about their appointment or reappointment. All Trustees must be appointed for a minimum term of 12 months. The Chair of Trustees may be appointed for two years, with the option to renew this once only for a further two years. After that the Chair may remain as a Trustee in line with the Constitution. No Trustee may serve for more than six years, unless exceptional circumstances can be demonstrated to the charity's benefit.

In selecting individuals for appointment as charity Trustees, the charity Trustees must have regard to the skills, knowledge and experience needed for the effective administration of United Kingdom for UNHCR.

### Induction and training of Trustees

The charity Trustees will make available to each new charity trustee, on or before their first appointment:

- (a) a copy of the current version of this Constitution; and
- (b) a copy of the charity's latest Trustees' Annual Report and statement of accounts.

In addition to this, new Trustees receive briefings from the CEO and the senior leadership team, as well as key UNHCR executives such as the agency's UK Representative, Head of European Fundraising and Global Fundraising Chief. From time to time, Trustees may also join staff presentations or other training to further support their governance duties.

### Management

While the Trustees maintain oversight of the charity's performance, finances and compliance, they delegate the day-to-day management of the charity to its senior leadership team, led by the CEO.

This includes developing UK for UNHCR's annual plans and strategy; growing fundraising, operational capacity and communications; delivering charitable activities such as public awareness and engagement campaigns; and distributing funds to support relief operations in line with our charitable objects.

We also work with a variety of third parties to help us achieve our charitable objects for the benefit of forcibly displaced and stateless people. These can include professional fundraisers who support the charity's management and wider team with specialist skills, such as direct marketing and digital fundraising. The charity does not currently operate any face-to-face fundraising activity.

We expect all third parties who work with us to meet the same high standards as our in-house staff and have contracts in place to ensure all agency partners follow industry best practice and regulatory requirements.

The charity also has comprehensive approval systems in place to ensure all communications with donors and the broader public are accurate and appropriate in the context of the work we support and the Fundraising Regulator Code of Conduct.

UK for UNHCR also retains a fulfilment agency to liaise with donors on our behalf. We provide regular training to their staff, along with briefings on latest refugee crises and relief operations, to ensure they represent UK for UNHCR appropriately.

### Remuneration philosophy

The purpose of remuneration is to ensure the charity attracts high-calibre potential employees, to help retain its people and support workforce productivity. UK for UNHCR's ability to achieve positive outcomes for forcibly displaced and stateless people is hugely influenced by the commitment, skill and productivity of its staff.

UK for UNHCR's remuneration, which encompasses financial and non-financial elements, must be fair, sustainable and relevant to workers in the market sectors in which UK for UNHCR competes for labour. Remuneration is set at levels that maximise funding available for charitable activities while ensuring fair pay that attracts expertise that will deliver our charitable objects.

With 2020 being UK for UNHCR's first full year of operation, salaries for staff transferring from UNHCR and for new staff reflected UK charity sector benchmarks. Salaries continue to be reviewed against external pay benchmarks in 2021.

In addition to salaries, the charity offers benefits such as 28 days annual leave, life insurance, an 8% pension contribution, flexible working and an employee assistance programme that provides free confidential services such as GP appointments, counselling sessions and courses in physical and mental wellbeing. All staff also have an annual workplan to support personal objective setting, and training and development needs.

In 2021, the Trustees and senior management team will further develop the charity's remuneration policies as UK for UNHCR continues to grow. The Trustees also have oversight of setting, maintaining and reviewing CEO remuneration and performance. Performance is appraised through a formal process against predetermined objectives.

# Administrative details

## Charity name

The charity's full name is United Kingdom for UNHCR. However, a working name of 'UK for UNHCR' is also used in public and donor communications.

## Registered office

WeWork, 14 Gray's Inn Road, London WC1X 8HN  
(until 28 February 2021)

WeWork, 131 Finsbury Pavement, London EC2A 1NT  
(from 1 March 2021)

## Registered charity number

1183415 (England and Wales)

## Board of Trustees in this reporting period:

Rebecca Perlman  
(Chair, appointed 14 May 2019)

Arabella Phillimore  
(Trustee, appointed 14 May 2019)

Ori Raveh  
(Trustee, appointed 7 August 2019)

Keith Felton  
(Treasurer, appointed 21 October 2019)

Katy Steward  
(Trustee, appointed 7 October 2020)

## Senior leadership team in this reporting period:

Emma Cherniavsky  
Chief Executive Officer (joined September 2020)

Velibor Milovanovic  
Chief Operating Officer (resigned March 2020)

Mark Macdonald  
Director of Communications & Corporate Affairs (joined January 2020)  
(Acting Chief Operating Officer (March–October 2020))

Fiona Hesselden  
Director of Fundraising (joined January 2021)

Lydia Piddock  
Director of Strategy & Growth (joined January 2021)

Himali Fernando  
Director of Finance (joined April 2021)

## Principal professional advisors

### Auditors

Menzies LLP, Centrum House, 36 Station Road,  
Egham, Surrey TW20 9LF

### Bankers

Lloyds Bank, 25 Gresham Street, London EC2V 7HN

### Solicitors

Herbert Smith Freehills LLP, Exchange House,  
Primrose Street, London EC2A 2EG

Morgan Lewis, Condor House, 5-10 St. Paul's Churchyard,  
London EC4M 8AL

### Finance

McCarrren FD Consultancy Ltd, 12 Grange Park Road,  
Woking, Surrey GU21 4BX

### Human Resources

Face2Face HR, Florence Road, Sandhurst, GU47 0QD

### IT Services

SpirIT UK, 15 Norfolk Road, Seven Kings, Essex IG3 8LQ

## How to contact us with feedback or queries:

**By email:** [supportercare@unrefugees.org.uk](mailto:supportercare@unrefugees.org.uk)

**By phone:** 020 3761 8094, Monday –  
Friday between 9am and 5pm

**By post:** Supporter Care, UK for UNHCR, WeWork,  
131 Finsbury Pavement, London EC2A 1NT

### By social media:

 [unrefugeesUK](#)

 [unrefugeesUK](#)

 [unrefugeesUK](#)

 [ukforunhcr](#)

# Statement of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England & Wales requires the Trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## Disclosure of information to auditors:

Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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



Keith Felton, Treasurer and Trustee

UK for UNHCR

Date: 30 April 2021

# Independent auditors' report to the members of United Kingdom for UNHCR

## Opinion

We have audited the financial statements of United Kingdom for UNHCR (the 'charity') for the year ended 31 December 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

The financial statements have been prepared in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has been withdrawn.

This has been done in order for the accounts to provide a true and fair view in accordance with the Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 December 2020 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions relating to going concern

In auditing the financial statements, we have concluded that the director's use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Our evaluation of the trustees' assessment of the entity's ability to continue to adopt the going concern basis of accounting included reviewing the budget and cash flow forecast for the year ended 31 December 2021 and challenging the assumptions made by management in these reports. We also prepared a sensitivity analysis on the budget and made enquiries of management based on the results of our work. We also reviewed post year end management accounts and compared actual results to budgeted results for the first three months of 2021.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.



# Independent auditors' report to the members of United Kingdom for UNHCR (CONTINUED)

## Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' Report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

## Responsibilities of Trustees

As explained more fully in the Trustees' Responsibilities Statement, the Trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

# Independent auditors' report to the members of United Kingdom for UNHCR (CONTINUED)

## Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- The Charity is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including the Charities Act 2011, the Safeguarding Vulnerable Groups Act 2006 and the UK Code of Fundraising Practice. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.
- We understood how the Charity is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the charity trustees. We corroborated our inquiries through our review of board minutes.
- The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:
  - > Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
  - > Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
  - > Challenging assumptions and judgments made by management in its significant accounting estimates; and
  - > Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.
- As a result of the above procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas:
  - > Posting of fraudulent journals entries
  - > Authorisation, processing and payment of fraudulent expenses

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Auditors' Report.

# Independent auditors' report to the members of United Kingdom for UNHCR (CONTINUED)

## Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

*Menzies LLP*

Menzies LLP  
Centrum House  
36 Station Road  
Egham  
Surrey  
TW20 9LF

Date: 30 April 2021

Menzies LLP are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

## Statement of financial activities for the year ended 31 December 2020

	Note	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
<b>Income from:</b>					
Donations and legacies	4	1,555,676	4,288,329	5,844,005	475,201
<b>Total income</b>		<b>1,555,676</b>	<b>4,288,329</b>	<b>5,844,005</b>	<b>475,201</b>
<b>Expenditure on:</b>					
Raising funds	5	618,184	-	618,184	29,693
Charitable activities	7,8	681,401	4,247,595	4,928,996	442,105
<b>Total expenditure</b>		<b>1,299,585</b>	<b>4,247,595</b>	<b>5,547,180</b>	<b>471,798</b>
<b>Net movement in funds</b>		<b>256,091</b>	<b>40,734</b>	<b>296,825</b>	<b>3,403</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		3,403	-	3,403	-
Net movement in funds		256,091	40,734	296,825	3,403
<b>Total funds carried forward</b>		<b>259,494</b>	<b>40,734</b>	<b>300,228</b>	<b>3,403</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 39 - 48 form part of these financial statements.

## Balance sheet as at 31 December 2020

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	12	30,855	20,058
		<u>30,855</u>	<u>20,058</u>
<b>Current assets</b>			
Debtors	13	44,503	28,299
Cash at bank and in hand		1,996,607	790,774
		<u>2,041,110</u>	<u>819,073</u>
Creditors: amounts falling due within one year	14	(1,771,737)	(835,728)
		<u>269,373</u>	<u>(16,655)</u>
<b>Net current assets / liabilities</b>		<u>269,373</u>	<u>(16,655)</u>
<b>Total assets less current liabilities</b>		<u>300,228</u>	<u>3,403</u>
<b>Total net assets</b>		<u>300,228</u>	<u>3,403</u>
<b>Charity funds</b>			
Restricted funds		40,734	-
Unrestricted funds		259,494	3,403
		<u>300,228</u>	<u>3,403</u>
<b>Total funds</b>		<u>300,228</u>	<u>3,403</u>

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....  
**Keith Felton**  
(Trustee)

Date: 30 April 2021

The notes on pages 39 - 48 form part of these financial statements.

## Statement of cash flows for the year ended 31 December 2020

	2020 £	2019 £
<b>Cash flows from operating activities</b>		
Net cash used in operating activities	1,227,973	812,012
	<hr/>	<hr/>
<b>Cash flows from investing activities</b>		
Purchase of tangible fixed assets	(22,140)	(21,238)
	<hr/>	<hr/>
<b>Net cash used in investing activities</b>	(22,140)	(21,238)
	<hr/>	<hr/>
<b>Change in cash and cash equivalents in the year</b>	1,205,833	790,774
Cash and cash equivalents at the beginning of the year	790,774	-
	<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the year</b>	<u>1,996,607</u>	<u>790,774</u>

The notes on pages 39 - 48 form part of these financial statements

# Notes to the financial statements for the year ended 31 December 2020

---

## 1. General information

United Kingdom for UNHCR is a Charitable Incorporated Organisation registered in England & Wales. The registered address can be found on page 1 and details of the principal activities are set out in the Trustees' Annual Report.

## 2. Accounting policies

### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair' view. This departure has involved following the Charities SORP (FRS 102) published on 16 July 2014 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

United Kingdom for UNHCR meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

### 2.2 Going concern

The trustees have considered the impact of the COVID 19 outbreak on the status of the charity. They anticipate that sufficient money will continue to be received to cover the outgoings of the charity and that the charity will therefore continue to be a going concern for at least twelve months from the date of approval of the financial statements. The accounts are accordingly prepared on a going concern basis

### 2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charity has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charity, can be reliably measured.

Income from donations is recognised when received.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the charity's accounting policies.

# Notes to the financial statements for the year ended 31 December 2020

---

## 2. Accounting policies (continued)

### 2.3 Income (continued)

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the charity which is the amount it 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.

### 2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably.

Expenditure on raising funds includes all expenditure incurred by the charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charity's objectives, as well as any associated support costs.

Grants payable are charged in the year when the offer is made except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions which have not been met at the year end are noted as a commitment, but not accrued as expenditure.

All expenditure is inclusive of irrecoverable VAT.

### 2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Office equipment	-	33%
------------------	---	-----

### 2.6 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.

### 2.7 Pensions

The charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the charity to the fund in respect of the year.



# Notes to the financial statements for the year ended 31 December 2020

## 2. Accounting policies (continued)

### 2.8 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

## 3. Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In the opinion of the trustees there are no significant estimates or areas of judgement that would have a material impact on the financial statements.

## 4. Income from donations and legacies

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	<i>Total funds 2019 £</i>
Donations	1,221,577	3,974,395	<b>5,195,972</b>	145,680
Legacies	-	150,000	<b>150,000</b>	329,521
Gifts in kind	334,099	163,934	<b>498,033</b>	-
	<u>1,555,676</u>	<u>4,288,329</u>	<u><b>5,844,005</b></u>	<u>475,201</u>
<i>Total 2019</i>	<u>473,501</u>	<u>1,700</u>	<u>475,201</u>	

Income from gifts in kind relates to gifts of goods and services received from other organisations including legal advice, rent discounts, computer equipment and other goods for re-sale.

# Notes to the financial statements for the year ended 31 December 2020

## 5. Expenditure on raising funds

### Costs of raising voluntary income

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Consultancy	18,396	<b>18,396</b>	6,132
Recruitment fees	52,903	<b>52,903</b>	8,554
Wages and salaries	468,355	<b>468,355</b>	14,136
Social security costs	45,099	<b>45,099</b>	871
Pension costs	33,431	<b>33,431</b>	-
	<u>618,184</u>	<u><b>618,184</b></u>	<u>29,693</u>
<i>Total 2019</i>	<u>29,693</u>	<u>29,693</u>	

## 6. Analysis of grants

	Grants to Institutions 2020 £	Total funds 2020 £	Total funds 2019 £
Grants to UNHCR	4,252,844	<b>4,252,844</b>	398,334
<i>Total 2019</i>	<u>398,334</u>	<u>398,334</u>	

# Notes to the financial statements for the year ended 31 December 2020

## 7. Analysis of expenditure by activities

	Activities undertaken directly 2020 £	Grant funding of activities 2020 £	Support costs 2020 £	Total funds 2020 £	Total funds 2019 £
Funds distributed to UNHCR relief operations	17,579	4,252,844	658,573	<b>4,928,996</b>	442,105
<i>Total 2019</i>	<i>1,180</i>	<i>398,334</i>	<i>42,591</i>	<i>442,105</i>	

### Analysis of direct costs

	Activities undertaken directly 2020 £	Total funds 2020 £	Total funds 2019 £
Other direct costs	-	-	1,180
Communication and Public Awareness	17,579	<b>17,579</b>	-
	<b>17,579</b>	<b>17,579</b>	1,180
<i>Total 2019</i>	<i>1,180</i>	<i>1,180</i>	

# Notes to the financial statements for the year ended 31 December 2020

## 7. Analysis of expenditure by activities (continued)

### Analysis of support costs

	Raising funds for UNHCR 2020 £	Total funds 2020 £	Total funds 2019 £
Depreciation	11,343	<b>11,343</b>	-
Premises costs	191,840	<b>191,840</b>	24,489
Legal and professional fees	237,049	<b>237,049</b>	662
Insurance	3,790	<b>3,790</b>	640
Accountancy fees	55,913	<b>55,913</b>	16,800
Staff costs	16,985	<b>16,985</b>	-
General Marketing costs	5,157	<b>5,157</b>	-
Operation costs	8,893	<b>8,893</b>	-
IT and Software Development & Licensing	115,998	<b>115,998</b>	-
Governance	10,062	<b>10,062</b>	-
Sundry expenses	1,543	<b>1,543</b>	-
	<u>658,573</u>	<u><b>658,573</b></u>	<u>42,591</u>
<i>Total 2019</i>	<u>42,591</u>	<u>42,591</u>	

## 8. Analysis of expenditure on charitable activities

### Summary by fund type

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Funds distributed to UNHCR relief operations	681,401	4,247,595	<b>4,928,996</b>	442,105
<i>Total 2019</i>	<u>441,805</u>	<u>300</u>	<u>442,105</u>	

# Notes to the financial statements for the year ended 31 December 2020

## 9. Auditors' remuneration

	2020 £	<i>As restated</i> 2019 £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	7,500	7,200
Fees payable to the charity's auditor in respect of: Non audit services	<b>48,412</b>	<b>9,600</b>

## 10. Staff costs

	2020 £	2019 £
Wages and salaries	468,355	14,136
Social security costs	45,099	871
Contribution to defined contribution pension schemes	33,431	-
	<b>546,885</b>	<b>15,007</b>

The average number of persons employed by the charity during the year was as follows:

	2020 No.	2019 No.
Administrative staff	<b>10</b>	<b>1</b>

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2020 No.	2019 No.
In the band £70,001 - £80,000	<b>1</b>	<b>-</b>

The remuneration and benefits received by key management personnel totalled £174,498 during the year (2019: £14,937).

## 11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2019 - £NIL).

During the year ended 31 December 2020, no Trustee expenses have been incurred (2019 - £NIL).

# Notes to the financial statements for the year ended 31 December 2020

## 12. Tangible fixed assets

	Office equipment £
<b>Cost or valuation</b>	
At 1 January 2020	21,238
Additions	22,140
At 31 December 2020	<u>43,378</u>
<b>Depreciation</b>	
At 1 January 2020	1,180
Charge for the year	11,343
At 31 December 2020	<u>12,523</u>
<b>Net book value</b>	
At 31 December 2020	<u><u>30,855</u></u>

## 13. Debtors

	2020 £	2019 £
<b>Due within one year</b>		
Trade debtors	9,118	-
Other debtors	4,300	7,100
Prepayments and accrued income	31,085	21,199
	<u>44,503</u>	<u>28,299</u>

# Notes to the financial statements for the year ended 31 December 2020

## 14. Creditors: Amounts falling due within one year

	2020 £	2019 £
Trade creditors	34,602	9,297
Amounts owed to Espana con ACNUR	-	21,238
Amounts owed to UNHCR	1,603,963	386,876
Other taxation and social security	17,817	3,183
Other creditors	4,682	-
Accruals and deferred income	110,673	415,134
	<u>1,771,737</u>	<u>835,728</u>
		<b>2020 £</b>
<b>Deferred Income</b>		
Deferred income at 1 January 2020		-
Resources deferred during the year		96,347
		<u>96,347</u>

Deferred income at the year end relates to income received for 2021 relief efforts to keep refugees safe from COVID-19.

## 15. Summary of funds

### Summary of funds - current year

	Balance at 1 January 2020 £	Income £	Expenditure £	Balance at 31 December 2020 £
General funds	3,403	1,555,676	(1,299,585)	259,494
Restricted funds	-	4,288,329	(4,247,595)	40,734
	<u>3,403</u>	<u>5,844,005</u>	<u>(5,547,180)</u>	<u>300,228</u>

The restricted funds at the year end relate to funds raised for UNHCR relief operations overseas.

# Notes to the financial statements for the year ended 31 December 2020

## 15. Summary of funds (continued)

### Summary of funds - prior year

	<i>Income</i>	<i>Expenditure</i>	<i>Balance at</i>
	£	£	31 December
			2019
			£
General funds	473,501	(470,098)	3,403
Restricted funds	1,700	(1,700)	-
	<u>475,201</u>	<u>(471,798)</u>	<u>3,403</u>

## 16. Analysis of net assets between funds

### Analysis of net assets between funds - current period

	<b>Unrestricted funds 2020</b>	<b>Restricted funds 2020</b>	<b>Total funds 2020</b>
	£	£	£
Tangible fixed assets	30,855	-	<b>30,855</b>
Current assets	2,000,376	40,734	<b>2,041,110</b>
Creditors due within one year	(1,771,737)	-	<b>(1,771,737)</b>
<b>Total</b>	<u>259,494</u>	<u>40,734</u>	<u><b>300,228</b></u>

## 17. Related party transactions

The charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the charity at 31 December 2020.





[www.unrefugees.org.uk](http://www.unrefugees.org.uk)



**UNHCR**  
The UN Refugee Agency  
United Kingdom for UNHCR

WeWork, 131 Finsbury Pavement,  
London EC2A 1NT United Kingdom

Tel: +44 203 761 8094

Email: [info@unrefugees.org.uk](mailto:info@unrefugees.org.uk)

Registered charity 1183415 (England & Wales)