ANNUAL REPORT

2024/2025



together now

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CHAIR'S REMARKS

The last year has brought significant challenges, not least with the Home Secretary's announcement of the suspension and review of refugee family reunion in September. In the words of a client, this is a "disastrous and inhumane decision." The coming changes bring uncertainty to families, refugee communities, the sector and our future as an organisation and comes amidst growing far-right presence in communities, in the media and in government. A truly hateful environment for refugees, their families and other migrants to be living in.

At Together Now we treat every client as an individual and work with them through the travel assistance process to achieve an outcome they are happy with. As such, we strive to demonstrate our respect for them by not presenting anyone as a victim. We don't focus on the trauma they have experienced; the terrible living situations families find themselves in or the risk families face daily.

However, now, as the refugee family reunion route faces such a devastating attack from our government, we would like to highlight the massive impact this has on keeping families safe. Through the stories families share in this report we will share some of their vulnerabilities and dangers they face as a reminder of why family reunion should be reinstated in full and protected. We have seen first-hand how committed people are to living together in safety and the lengths they will go to do so. We absolutely do not believe that any closure or restriction on the family route will prevent people from making treacherous journeys to be in the safety of the UK.

Whilst this announcement has been by far the most notable development this year, we would also like to reflect on the closure of Miles4Migrants in January, a valued partner of eight years and one with which we reunited 715 families. We'd like to thank them again for their support, commitment and contribution.

CHAIR'S REMARKS

> "We absolutely do not believe that any closure or restriction on the family route will prevent people from making treacherous journeys to be in the safety of the UK."

This year has seen good news for Together Now, we are pleased to have been able to support over **130** families to reunite, with over **760** individuals being able to travel to the UK. Recruitment of new volunteers to our casework team has improved our resilience and meant we are able to spend more time with each family we work with. Our ongoing successful partnership with RefuAid has seen **66** families reunited through their loan programme, with a **96%** repayment rate.

As always, we find our most enjoyable successes through individuals we have worked with. We have loved hearing from families as they settle in the UK and begin working, start school, college and university, have new babies and help others from their communities. We have been pleased to welcome former clients into paid and volunteer roles including casework, interpreting and peer support and can see the immeasurable value having those who have lived experience working with us.

Whatever the coming months bring we are confident that people in refugee communities and the sector will be doing everything they can to fight for the rights of others. We are proud to be able to play a small part in this.

Helen Slee,
Chair of Trustees.

DIRECTOR'S REPORT

The last year has seen some significant challenges in the operating context of our charity. Miles4Migrants, a charity that we had partnered with since 2017, helping to fly over 1400 people from over 700 families, sadly had to close its doors. This meant that we no longer had access to donated air miles (almost 5 million the year before) to help reunite our clients' families.

However, in the face of this difficulty, our dedicated trustees, staff, volunteers and partners rose to the challenge. They worked tirelessly to ensure that we had the funding and human resources needed to continue our work. We are happy to be able to report that, even with this difficult change, we have not experienced a decrease in the number of clients who we have supported, as compared to last year.

We also faced some other operational challenges this year. An enduring lack of capacity has seen us make tough decisions about which applications to accept and which ones to turn away. For the families we did support, there were further difficulties such as obtaining exit permits from certain countries, airlines and immigration authorities' requirements around consent for unaccompanied minors travelling, and post-arrival difficulties with securing suitable housing and school placements, amongst others.

There has also been a more recent and significant challenge to our operating context, with the government's recent announcement of the suspension of refugee family reunion and the anticipated tightening of the reunion rules. This has added an extra barrier for families who are already living in dangerous and often desperate situations and is deeply troubling to all of us. We have been pushing back against this unfair decision; working with our partners, releasing statements and supporting our clients through this difficult time. We will continue to work hard to ensure that the voices of our clients are heard and that we, along with our partners, continue to challenge this unjust policy. We are also working internally to anticipate, prepare for, and mitigate the effects of this recent development on our clients and our operating context.

DIRECTOR'S REPORT

"We will continue to work hard to ensure that the voices of our clients are heard and that we, along with our partners, continue to challenge this unjust policy."

This year, we also had some exciting growth. We have increased our casework capacity, taking on 4 new volunteers to help support our clients effectively. We have learned some important lessons about service and casework improvement, including increasing our interpreting capacity, flexibility in feedback collection methods, changes to our casework allocation process and improvement of our onboarding process, amongst many others.

We would like to thank everyone who has contributed to the success of our work this year. Thanks to our dedicated trustees, volunteers and staff for their commitment and hard work. Many thanks to our partners, RefuAid, whose continuing support means that we can offer interest-free loans to clients who we would have been unable to support otherwise. Thanks also to everyone at Miles4Migrants, for all the years of hard work and support they provided us.

Finally, we would like to thank all the amazing funders who enabled our work to be carried out this year: the National Lottery, Choose Love, Swan Mountain Trust, Forrester Trust, Fulmer Trust, Hilden Trust, Sisters of Mercy and those funders who wish to remain anonymous. As we look forward to the next year, we reaffirm our commitment to doing the hard work necessary to continue to reunite separated families.

Victor Iringere,
Director.

SERVICE SUMMARY

TOGETHER NOW FUNDED



37 FAMILIES SUPPORTED



£414 COST PER PERSON



84 PEOPLE FLOWN



£34,800 TOTAL COST

REFUAID LOANS



69 FAMILIES GRANTED LOANS



£554 LOAN PER PERSON



235 PEOPLE FLOWN



£130,076 TOTAL BORROWED

MILES4MIGRANTS FLIGHTS



23 FAMILIES SUPPORTED



1,775,000 MILES REDEEMED



53 PEOPLE FLOWN



£21,234 VALUE OF FLIGHTS

SUMMARIES

Count of total coming to the UK Referring Organisations	
Self-referral	85
Red Cross	9
Rainbow Haven	5
Others	30
Total	**129**

Refused applications (including those closed and refused) Referring Organisations	
Self-referral	519
Red Cross	19
Rainbow Haven	5
Freedom from Torture	4
Others	77
Total	**624**

SUMMARIES

All applications (successful, closed and refused) Referring Organisations	
Self-referral	604
Red Cross	28
Rainbow Haven	10
Others	111
Total (129 + 624)	**753**

Nationalities	
Country	**No. of Families**
Sudan	28
Yemen	13
Iran	13
Syria	13
Ethiopia	11
Eritrea	9
Uganda	7
Others	**35**

GAELLE'S CASE STUDY

Background

Gaelle, the mother of three children aged 11, 13, and 13, requested urgent support to reunite with them. The children had been living in difficult circumstances with other parents and required immediate travel assistance.

Action Taken

- Case was accepted upon confirmation that the children were unaccompanied.
- Gaelle promptly provided the necessary documentation and information.
- The case was submitted to the M4M partnership, and flights were booked for 28 November 2024.
- The children travelled from Douala to Nairobi and arrived safely at London Heathrow.

Client Feedback

Following the reunion, Gaelle sent an email expressing her deepest gratitude. She highlighted that Together Now's support was life-changing, describing it as "saving lives, changing destinies, bringing families together, and giving hope." She was particularly thankful for the three flight tickets arranged during the high season.

She also confirmed:

- The Home Office has created eVisa accounts for the children.
- She reported a change to her Universal Credit but is awaiting updates.
- She welcomed further support with children's benefits, housing applications, and was grateful for a referral to a food bank for Christmas.

Outcome

The children arrived safely in the UK and reunited with their mother. Gaelle expressed strong appreciation for the service received and has ongoing needs relating to welfare and housing support.

GAELLE'S FEEDBACK

"First thing first, I want to show my deepest appreciation for what you have done for me and my children. I would never find words strong enough to say thank you to you and Together Now for the availability, spontaneity, and the service itself — offering three flight tickets to my children in high season from Cameroon to London.

I say this sincerely: it might be a job for you, but I can assure you it is one through which you are saving lives, changing destinies, bringing families together, and giving hope. That is what you did for me, for us, and for other families benefiting from your services.

The Home Office has set up the eVisa accounts for the children. I have also reported a change to my Universal Credit regarding the children, though I am not sure if I did it correctly, as I have not yet received any updates.

I am very happy to receive support with my children's benefits and housing application, as well as the referral to a food bank for Christmas.

Again, thank you for your support.

Merry Christmas and Happy New Year in advance!

All the best,
Gaelle"



ABEBA'S* STORY

For more than four years, a mother in the UK had been separated from her three young sons, who were living in conflict-affected circumstances abroad. The children were being cared for by their aunt in Ethiopia, but she faced constant risks of arrest and persecution because of the mother's political beliefs. This situation was taking a heavy toll on her health.

The mother reached out to Together Now for urgent travel assistance, explaining that not only were her children at risk, but she also needed to move out of temporary accommodation by the end of June. The prolonged separation had caused deep psychological trauma, and she was desperate to reunite with her boys.

On 6 June 2025, Together Now accepted the case. Our team worked quickly to complete all documentation and paperwork. Within weeks, flights were arranged for the three unaccompanied children.

The moment she learned of the confirmed booking, the mother wrote to us: "In what words to say thank you... I just received a call from Ethiopian Airlines ticket office and they told me the travel date 🎉🎉🎉 Lost word... THANK YOU a million 🙏"

On 26 June 2025, her sons arrived safely in the UK. After four years of waiting, the family was finally reunited. Overwhelmed with emotion, she told us: "They are here, thank you so much again for all your support. I felt like I'm dreaming to see all my boys around me 🙏"

This reunion brought an end to years of fear and uncertainty and opened the door to a hopeful new chapter for the family.

*Names have been changed to protect client's identities

ABEBA'S* CASE STUDY

Background

Three children under the age of 18 had been living in a conflict situation abroad. Their mother requested urgent travel assistance from Together Now (TN). She explained the urgency of her case due to:

1. Her sister-in-law in Ethiopia being at constant risk of arrest and persecution for harbouring the children due to her political beliefs, which had caused a severe deterioration in her sister-in-law's health.
2. The need to vacate her current temporary accommodation by the end of June, requiring time with her children in the UK to secure alternative housing with her local council.
3. Ongoing psychological trauma caused by over four years of separation from her children in extremely difficult circumstances.

Action Taken

- TN accepted the case on 6 June 2025 and contacted the client immediately.
- All documentation and paperwork were completed swiftly.
- Flights for the three unaccompanied children were booked by TN from the airline.
- The children travelled safely and arrived in the UK on 26 June 2025, reuniting with their mother after four years of separation.

Client Feedback

The client expressed immense gratitude throughout the process. After being informed of the travel booking, she wrote:
"In what words to say thank you… I just received a call from Ethiopian Airlines ticket office and they told me the travel date 🎉🎉🎉 Lost word… THANK YOU a million 🙏"
Upon her children's safe arrival, she shared:
"They are here, thank you so much again for all your support. I felt like I'm dreaming to see all my boys around me 🙏"

Outcome

The family was safely reunited after four years of forced separation. The client expressed profound appreciation for TN's support, describing the reunion as a dream come true.

NOUR'S CASE STUDY

Background

Our Sudanese client was separated from his wife and children, who were living in dangerous conditions in Khartoum. Almost every night, they faced the terror of explosions and airstrikes. Armed groups eventually forced them out of their home and threatened them with violence. His family later travelled to Rwanda for safety while awaiting reunification.

Action Taken

- Client approached Together Now on 25 June 2025 seeking urgent support.
- Case was accepted, and a loan application was completed.
- Loan was approved, enabling him to purchase flight tickets for his wife and children.
- Flights were arranged from Rwanda, and the family travelled to the UK.
- The family arrived safely on 14 July 2025.

Client Feedback

The client expressed heartfelt thanks, sharing:
"You had the biggest role in reuniting our family. I thank you from the bottom of my heart and truly wish you all the best. Honestly, I can't find the words to express how grateful I am."

Outcome

The client's wife and children arrived safely in the UK, and the family was reunited after a long and painful separation. They can now begin rebuilding their lives together in safety.

NOUR'S FEEDBACK

"You had the biggest role in reuniting our family. I thank you from the bottom of my heart and truly wish you all the best. Honestly, I can't find the words to express how grateful I am."



M*'S CASE STUDY

M's family fled the war and insecurity in Yemen, his wife and children were living in Egypt whilst they applied for their visas to enter the UK. The situation for refugees in Egypt is difficult, according to UNHCR 'the economic conditions in the country have considerably increased the vulnerability of both refugees and host communities. With many refugees lacking a stable source of income, coupled with soaring inflation, basic needs are barely covered. Other challenges include limited livelihood opportunities and the language barrier facing non-Arabic-speaking refugees. Some also lack access to sustainable formal education that could support their development. In addition, a considerable number of refugees and asylum-seekers rely on humanitarian assistance to meet their basic needs and to receive medical or psychosocial support.' Having been seriously wounded in the conflict in Yemen and suffered subsequent infection M's son was particularly badly affected by a limited ability to access medical treatment.

M told us: "We are very happy to reunite our family, my wife and children are under my care and attention. My family was in fear, anxiety, and insecurity. We were also unable to educate our children well and take care of them due to the poor education there. We were also separated from our family. My psychological state was exhausting. I would see my children on the phone and I was in pain because of their separation. I wasn't studying in my home country. I was working to provide for my children. The separation was very painful for me and for them. I was constantly talking to them on the phone.
My family was living in extreme fear. We had a child who had an accident due to the situation in the country and lost one of his eyes. 💔I couldn't even complete his treatment there [in Egypt].

The feeling when we met at the airport was so beautiful, an indescribable feeling. I hugged my children and they cried with joy. My family is happy here in the [United] Kingdom, and everyone treats us with love and compassion. We are now completing my child's treatment. My children are doing well in school. We live in safety. My future plan is to achieve my goals and ambitions, which I could not achieve in my country. Thank you to everyone for your kind treatment and respect."

The family were referred to us by a local refugee service and three days later they travelled to the UK.

CLIENT TESTIMONIALS

Iranian family safely arrived in the UK.
It was very emotional when he met his little son—whom he had left when he was just 9 months old, and who is now 3 years old.
Also in one of the video clips, our client sent:
"a heartfelt message of love and a big thank you to everyone who helped and supported me and my family throughout the process."

Family Safely arrived in the UK from Rwanda.
Message from the client:
"You had the biggest role in reuniting our family. I thank you from the bottom of my heart and truly wish you all the best. Honestly, I can't find the words to express how grateful I am."

"Thank you, Iman, for all the support and help you and your other colleagues gave me, which allowed my family to quickly get tickets and leave."

Four children arrived this morning to join their mother and three older siblings who came with a Refuaid loan a few weeks ago. One of the 'will this ever happen' ones due to issues with exit permits so very relieved to see them here. Mother is pretty amazing and has also been fostering two of her friends children after their mother died.
"You really have made her heart full and ever so grateful for all your help!"

CLIENT TESTIMONIALS

"Thanks to your help, my family arrived and I saw them and hugged them after about 4 years. Thank you."

The family safely arrived at the Manchester airport.
The message from the client the day before:
"Today, God willing, my family is heading to Ethiopia, and tomorrow, God willing, they will be in Britain, and the joy will be complete. May I reward you at our place. I swear I am crying with joy."
AND more messages from him:
"An indescribable feeling. May God reward you all."
"You are welcome, the invitation is open, but may God make it easy, make me happy, and make His creation subservient to me"

Feedback from a Cameroonian family reunited. "You may not know but you are truly touching lives. Family reunion is the best experience anyone can have. You stepped in for me and acted so quick. I feel fulfilled and I am exceptionally grateful to your charity." Children are in their first week at school and enjoying it.

"Thank you for helping my family who are now with me in Listowel. I am very happy because there are wonderful people there who love to help others. Thank you all and I wish you a happy life."

THE NEED

Over the past year, we have witnessed a sharp rise in demand for our support as conflicts in Sudan, Iran, and across the Middle East continue to displace countless families. Many have endured unimaginable risks to their physical and psychological safety, only to face further financial hardship once separated from their loved ones.

This year, 83% of families reached out to us directly, highlighting both the urgency of their needs and the growing awareness of our work within affected communities. Most of these families come from Sudan, Yemen, Iran, and Syria, seeking stability, safety, and the chance to rebuild their lives together.

Despite our efforts to prioritise those in the most vulnerable situations through strengthened assessment criteria, demand now far exceeds our capacity. Unfortunately, we are in the position of turning away more families than we can support — offering advice and guidance where full assistance is no longer possible.

451 families turned away in 2024/2425: an estimated 1786 people unable to receive travel assistance. An estimated 1335 people not travelled.

ANNUAL ACCOUNTS

CHARITY COMMISSION FOR ENGLAND AND WALES

Together Now

Receipts and payments accounts

CC16a

For the period from 01/10/2024 To 30/09/2025

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	39,500	67,767	-	107,267	93,802
Personal Donations	7,320		-	7,320	13,420
Casework Income	-	11,162	-	11,162	764
Gift Aid	-	-	-	-	76
Fundraising	-	-	-	-	-
	-		-	-	-
	-	-	-	-	-
	-	-	-	-	-
***Sub total** (Gross income for AR)*	46,820	78,929	-	125,749	108,062
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	46,820	78,929	-	125,749	108,062
A3 Payments					
Case Expenditure	42,563	15,780	-	58,342	56,774
Staffing costs	4,187	44,343	-	48,530	43,694
Core costs	1,880	1,512	-	3,392	3,009
Project costs (front and center)	-	-	-	-	5,222
Project costs (other)	2,086	100	-	2,186	-
Training		-	-	-	420
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	50,716	61,734	-	112,451	109,118
A4 Asset and investment purchases, (see table)					
Employee wage advance (loan)	-	-	-	-	2,025
			-	-	-
Sub total	-	-	-	-	2,025
Total payments	50,716	61,734	-	112,451	111,143
Net of receipts/(payments)	- 3,896	17,194	-	13,298	- 3,081
A5 Transfers between funds	-	-	-	-	
A6 Cash funds last year end	8,600	19,411	-	28,012	31,093
Cash funds this year end	4,705	36,606	-	41,310	28,012

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Bank account	4,705	# 36,606	-
		-		-
		-	-	-
	Total cash funds	**4,705**	**36,606**	**-**
	(agree balances with receipts and payments account(s))	OK	OK	OK

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-		-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	HMRC (PAYE and NICs)	Restricted	701	
	Pension	Restricted	249	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		OLIVIA LONG.	31.08.26

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Charity Name Together Now		
On accounts for the year ended	30 September 2025	**Charity no (if any)**	1183639
Set out on pages	1 - 2 (remember to include the page numbers of additional sheets)		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/09/2025. DD / MM / YYYY.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records.

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

Signed:	Nana Opoku Barfi	**Date:**	26 July 2026
Name:	Nana Opoku Barfi		
Relevant professional qualification(s) or body (if any):	1. Member - Association of Charity Independent Examiners (MCIE) 2. Fellow - Association of Certified Public Accountants (FCPA)		
Address:	16 Butlers Grove Great Linford Milton Keynes, MK14 5DT		

Section B Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

APPRECIATION

We would like to extend our sincerest gratitude to everyone who has supported and made our work possible this year: our trustees, volunteers, staff, partners and funders. We couldn't do this without you.

The Fulmer Foundation

Sisters of Mercy

Contact details

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