Refugees Welcome Crawley

Report of the Trustees for the year ending March 31st 2026

Our mission

Refugees Welcome Crawley is a CIO (Charitable Incorporated Organisation) and registered charity offering welcome and practical support to refugees and people seeking asylum in the Crawley area. In line with the charitable objects of our charity, we seek to alleviate poverty, sickness and distress amongst those seeking sanctuary in our local community. We provide essential basic items, advice sessions and wellbeing activities for people who could not otherwise access these services. Through our English classes, we seek to improve welfare, future employment opportunities and integration within the wider community.

Overview

This year marks the 10th anniversary of Refugees Welcome Crawley as an active charity serving the refugee community in the Crawley area. We welcomed our first Syrian refugee families in March 2016, helping them to settle and integrate into the local community. Since then, and in the past year more than ever, we have continued to provide for the immediate needs of men, women and children seeking sanctuary here, to support them through the many challenges of the asylum process and empower them to rebuild self-sufficient, successful new lives in the UK.

We achieve this thorough the tireless efforts of our volunteers, the generous support of all our grant funders and donors, and through the resilience and courage of our service users themselves.

Over the past ten years, we have established ourselves locally as a respected and uniquely experienced refugee support charity, working with an extensive network of partner organisations and statutory agencies whose support and expertise is invaluable to us.

Governance

The **governance of RWC** in the past year comprised a Board of 6 Trustees including the Chair, Treasurer and Secretary; a Steering Group of 10 members and a total number of 50 active volunteers. Individuals with lived experience contribute essential insights at trustee, steering group and volunteer level. Our new 'Voices Together' Self Advocacy Group for RWC charity service users held

their inaugural meeting in March 26 and meets monthly to discuss and feed back to trustees on current issues of concern and areas for action.

Our volunteers offer their time, compassion, skills and experience in many different roles - as English teachers, warehouse volunteers, delivery drivers, drop in advisers, interpreters, admin assistants, befrienders and Welcome Club volunteers. None of our services could run without their dedicated support and we are extremely grateful to each and every one.

We recognise that the demands placed on many of our volunteers is above and beyond what their volunteer roles would normally require. For this reason, we are seeking funding through major grant applications for paid employees to lead our volunteer teams and share the burden of the charity's work.

Our main achievements this year

- Providing clothes and shoes in response to 1598 clothing requests
- Providing English classes to around 40 learners each week, a total of 1920 teaching hours over the year
- Travel tickets issued for an average of 140 individual journeys each month
- Supporting at least 50 service users each week with advice and guidance at our drop-in sessions and helplines

The difference we make to our beneficiaries

- 88% of clients who responded to our survey were very satisfied with the service they received from us; 92% responded that we had met their needs; 81% feel part of our charity community and 89% feel that RWC volunteers understand them and treat each person as an individual.

"Your kindness is not only a visible help but a light to the heart and a lasting memory. I deeply commend your meaningful role in helping vulnerable people. Your actions bring hope and dignity and have made a real difference in the lives of many who often go unheard." M. July 25

Who do we help?

Throughout the past year, our support has been accessed mainly by individuals and families in local hotel asylum accommodation, but also by those remaining in the local community after grant of refugee status. We continue to offer occasional support to some of our Syrian resettled families, and we run English classes for refugees from Ukraine.

Our service users are seeking sanctuary here from diverse countries, particularly from Sudan, Eritrea, Iran and Afghanistan, fleeing persecution and threat to life in their home countries. Recent traumatic experiences our refugees may have faced include torture, imprisonment, leaving family and loved ones behind and risking the hazards of dangerous journeys to reach the UK since no safe route to claim asylum here is available to them. Families with children living in hotels face additional difficulties of being unable to provide for their children as they would wish and of children settling into local schools and being uprooted again on grant of status when they move into accommodation elsewhere. Sadly, new refugees can no longer apply for their partners or children to join them since the Refugee Family Reunion programme was closed last year though a few families who had already applied before the scheme closed, were able to make the journey and reunite with their loved ones in the UK.

How do we help?

Our key services to the refugee community in Crawley:

Clothing support

Travel support

English classes (Crawley and Horley)

Adviceline and Drop-in sessions

Homelessness support

Welcome Club (Crawley and Horley)

Befriending

Facilitating:

Women's Wellbeing sessions - Dance and Sewing

Art group

Football sessions

Clothing support

In the year 25-26, RWC responded to 1598 clothing requests, with most people requesting receiving at least one item of clothing and usually several. Since many of those we help arrive with little more than the clothes they are wearing, this is a key support service we continue to offer. Requests come via our Clothes Support helpline, are processed, packed and delivered weekly by our warehouse and delivery volunteers to the individual who requested them. Our processing system was streamlined last year to include digital label printing, and most beneficiaries receive their requested clothes within a week.

Having appropriate clothing to go out in makes such a difference to our clients' wellbeing, especially in cold weather. We also provide suitcases and bags for people being transferred to other asylum accommodation or moving out of the hotel on grant of status.

> *"I am writing this message with a sincere and open heart to express my deep gratitude for the kind support you have provided me. The assistance—especially the boots, clothing, and jacket—came at a time when I truly needed it. It made me feel seen, supported, and cared for."* M, clothing recipient

We could not offer this support without the generous sponsorship of West Sussex County Council for our warehouse rental costs, and the work of our dedicated team of volunteers who process, sort, pack and deliver the clothes and suitcases weekly to those in need.

Travel support

Other than clothes storage rental, travel support represents the largest single cost to the charity. In this financial year, we were providing travel tickets for around 130 journeys each month. We fund only the journeys we consider essential including access to solicitors since there are no legal aid immigration solicitors in the Crawley area; to the Home Office for any unfunded journey and to medical appointments, where no other arrangement is in place for the person to reach the medical care they require. We also fund journeys that are important for avoidance of homelessness, including travel to council offices, room viewing or to reach shelter. Occasionally we fund other journeys, not more than once a year, which are especially important for the individual's wellbeing such as visiting a relative accommodated in a different area of the UK or to a place of worship for a religious festival.

Without this support, our beneficiaries would be simply unable to reach these destinations since most are outside walking distance or affordable public transport range for people receiving only asylum support.

We are extremely grateful to Alliance for Better Care CIC who supplement our travel provision with bus tickets for us to allocate to people in hotels needing to travel for physical or mental health reasons. We also much appreciate the grant awarded to us by the Chalk Cliff Trust to fund travel for our LGBT+ service users to access support groups in Brighton

English Classes

English classes are one of the highlights of the RWC week since the sessions are uplifting and enjoyable for both students and teachers. We run a Conversation group and 4 English classes every week at two different levels to around 40 learners each week, a total of 1920 teaching hours over the year

Our learners add to their language knowledge every week, empowering themselves with the means to communicate with, understand and integrate with others in their new community. Classes focus on the real needs of our learners, practising the English they need to use in their everyday lives, especially once they move on into other areas of the UK and need to navigate a new environment once again.

> *"Joining the English classes and participating in the programs you organized has been an unforgettable experience. Your dedication and compassion have made a significant difference in my life, helping me grow both in my language skills and in confidence. I will forever cherish the warm and welcoming environment you created for all of us." N, April 25*

Adviceline and Drop -in Support

At our drop-in sessions and via our Advice helpline, we provide information, advice and guidance in all the areas that most concern our service users, including signposting and referrals to other organisations in our partner network. Homelessness is a particular problem for many due to the short time between granting refugee status and eviction from the hotel, currently 42 days from a positive asylum case decision. We do all we can to help new refugees avoid homelessness, with most needing to seek affordable accommodation in areas far outside Crawley, including Birmingham . We check that all necessary steps have been taken, including accessing e-visas, opening bank accounts, applying for benefit and searching for rooms in shared houses. When all else

fails, we provide sleeping bags, destitution payments, travel, if accommodation can be found in other areas of the country, and we pay for occasional hotel rooms for especially vulnerable people including lone women and people with significant health conditions.

For those whose cases are refused but have the right of appeal, we are not authorised to offer legal advice but we can assist people to complete the necessary online application form to start the appeal process and support them in finding a solicitor.

> *"Refugees Welcome Crawley has helped me in so many ways, but the best thing has been the advice and guidance. Your support has given me confidence and clarity in building my new life in the UK. Thank you!" A, April 25*

Bicycles

We were fortunate to be accepted by The Bike Project as referral partners and have received 50 pre-loved reconditioned bikes in two bulk deliveries this year. Each of these bicycles has been so gratefully received and it has been heartwarming to watch the smiles on recipients' faces as they ride their new bikes for the first time. Especially for those hotels outside the main centre, these are particularly needed to access central services without cost and to boost physical health and wellbeing.

> *"I would like to sincerely thank you for the bicycle I received from your charity. It has made a big difference in my daily life by helping me travel from place to place much more easily. It has also improved my wellbeing and health, as riding the bicycle gives me good exercise and keeps me active. I truly appreciate the continuous support and kindness you provide to us during our difficult times." H, bike recipient*

Phones

Many of those who come to us for help have no phone at all, often lost along the journey or a phone that has been water damaged or broken. We fund repairs for broken phones, where possible, and provide basic smartphones for those without one when funds allow. We prioritise lone females and women with children or those with significant health conditions whose need for a phone is especially acute. Phones with internet access are vital to communicate with the Home Office, health services, solicitors, Jobcentre and housing help for newly granted refugees, for translation apps and to navigate from place to

place in unfamiliar surroundings, as well as to reach families and loved ones back home.

> *"Since receiving the phone, it has made a big difference for me. It has helped me stay organised, communicate more easily, and access support when I need it. It has also given me a greater sense of independence and connection. I am very grateful for this support and truly appreciate the opportunity it has given me." Y, Jan 26*

We occasionally receive donated laptops and, with the amazing support of a local computer expert who refurbishes these without charge, we can offer them to a small number of our clients who especially need one, for example, for university studies.

National Databank

As a referral partner for National Databank over the past year, we have been able to issue a limited allocation of free data-loaded sim cards for people in asylum accommodation to access the internet when they are outside the hotels. These are highly sought after for this much needed service.

Welcome Club

With the wonderful support of the United Reformed Church (URC) and Alliance for Better Care (ABC), we run two Welcome Clubs each week. These give volunteers and guests alike a chance to unwind playing games and chatting with drinks and snacks to enjoy together. Uno is a particular favourite, and we sometimes meet in a local park in sunny weather. We host a Christmas party and mark Eid festivals and Easter time.

Horley Welcome Club similarly offer a warm welcome in Horley. Horley guests also have a chance to do some gardening in the summer months and many also attend the sessions to seek advice and support from Horley volunteers.

Befriending

We have a small number of special people who volunteer as Befrienders. They support refugee individuals and families with particular health or social needs. Their regular visits and ongoing support are vital for these individuals to reach the services they need, and to cope with their health and everyday living in order to lead settled lives in the community.

Art group and Women's Wellbeing Workshops

With support from the Allen Lane Foundation and ABC, we have been running regular Women's Wellbeing Workshops where the women enjoy a shared lunch and take part in dance, yoga, sewing and art sessions, led by our wonderful teacher from Communitas Dance.

Similarly supported by ABC and Allen Lane Foundation, we have also facilitated Art sessions in one of the hotels, a therapeutic chance for the men, women and children who attend to express themselves in Art and very much enjoyed.

Football

Towards the end of this financial year, we were approached by a group of refugee and asylum-seeking football players who were asking for help with the cost of booking a pitch to play football. The group had already formed a self-managed team of players who were keen to play each week but needed some support. Fortunately, we have a volunteer with football coaching qualifications who was willing to help and now attends each week, with pitch costs funded by ABC. We organised a free First Aid training session led by British Red Cross for the key volunteers and players to attend. The football games are a highlight of the week for many and such an excellent way for the men to relieve tension and enjoy demonstrating their skills in friendly competition.

Volunteer Wellbeing and training

Last but not least, we honour the part played by our wonderful team of volunteers who offer their time, skills and kindness day in, day out in a sometimes challenging environment. We have updated our Volunteer Wellbeing Policy this year and are working with a lead volunteer to ensure full implementation. We support our volunteers with peer group meetings within each area of volunteering, with an online training programme, monthly coffee mornings, Reflective Practice sessions generously offered freely to frontline volunteers by an NHS mental health professional, and one-to-one mentoring offered freely by mental health therapists to any volunteer who wants to access this through SARAS – Systemic Action for Refugees and Asylum Seekers.

Our most grateful thanks to:

- ***All our fantastic volunteers whose support is at the heart of all we do***
- ***All the organisations and referral partners and the special people within them who support our work***

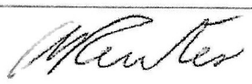
Alliance for Better Care (ABC)
Crawley Community Church at the Charis Centre
URC Church, Crawley
National Databank
Communitas Dance
Arts for Life
St Paul's Methodist Church, Crawley
Ifield Community College
West Sussex County Council
Open House
Crawley Borough Council
Room for Refugees
Refugees at Home
IRIS group, Brighton
Radio Calais
All our donors and grant funders, listed below, and to our

- Regular Donors and Crawley URC (for Welcome Club)
- RWC volunteer, E, birthday fundraiser

Our Grant funders and Donors April 25-March 26:
St Christophers Trust
Postcode Lottery Grant
NLF Community Fund
Garfield Weston
English Sports Council Bikes grant (Lottery Funded)
CBC Council Small grant
St Vincent de Paul EG
Arundel and Brighton Diocese
Chalk Cliff Trust
Croeso i Llandiloes
Ifield CC Diversity Day
St Mary's Church, Balcombe
Cuckfield Church
Longley Trust

Refugees Welcome Crawley - Final Accounts 2025-2026

REFUGEES WELCOME CRAWLEY	
INCOME AND EXPENDITURE TO	31-Mar-26
INCOME	
Donations	£6,758.20
WSCC	£33,071.50
Regular Giving	£2,635.00
St Christophers	£40,000.00
Just Giving	£700.36
Ifield Community	£786.14
National lottery	£22,526.00
Postcode Society	£19,000.00
Crawley BC	£2,498.00
Garfield Weston	£15,000.00
Chalk Cliff	£5,000.00
Croeso i Llanidloes	£3,289.82
HMRC Gift Aid	£1,541.55
Bank Interest	£40.29
TOTAL INCOME	£152,846.86
EXPENDITURE	
Travel	£27,369.42
Shurgard unit rent	£33,348.70
Insurance	£386.11
Phones	£7,414.43
Homeless support	£4,491.38
Clothing	£23,002.43
room hire	£2,772.80
Activities	£2,774.40
IT office equipment	£1,280.00
Purchases - refugee support	£4,802.53
Translation	£4,344.32
Bicycles	£919.95
Charis Centre office rent	£5,205.00
Volunteer expenses	£2,694.49
Zoom	£198.08
One World Orchestra	£500.00
Destitution payments	£95.00
Bank charges	£60.00
TOTAL EXPENDITURE	£121,659.04

INCREASE in FUNDS	**£31,187.82**
BALANCE SHEET AS AT 31 MARCH 2025	
Balance at 1 April 2025	**£17,764.24**
INCREASE	**£31,187.82**
TOTAL	**£48,952.06**
CURRENT ASSETS	
Barclays Current Account	**£32,038.56**
CAF Account	**£16,913.50**
Total	**£48952.06**
Signed	
	
A Reuter	
Treasurer	
Date: 18/09/2026	

TREASURER STATEMENT

The last Financial Year saw record amounts in expenditure (up from £67,637.54 to £121,659.04) and income (up from 61.647.11 to £152,848.86). This amounted to a surplus of £31,187.82 and a balance of funds at £48,952.06. Although this indicates that RWC are in a strong financial position, it must be noted that the major donation from St Christopher's Trust of £30,000 came into our bank account just before the end of the current year.

As ever, we remain truly grateful for the many generous donors who have contributed funds so that we can carry out our important function. Principal amongst the grant funders were the St Christophers Trust, whose awards totalled £40,000, the National Lottery Fund , Postcode Society Trust (with thanks to the players of the People's Postcode Lottery) , Garfield Weston Foundation, and the Chalk Cliff Trust, along with other organisations and the many individuals who have also contributed.

WSCC have continued to cover the cost of warehouse storage for our clothing provision.

On expenditure in the past year, there has clearly been a major increase in the provision of assistance with travel (now £27,369.42), clothing (up from £2801.30 to £23,002.43) and other support purchases (up from £2980.40 to £4802.53). There were smaller increases in the cost of homeless accommodation and office rent but a decrease in the cost of translations.

This will be my last report as Treasurer. When I first took over the role the annual budget was below £20,000. It has been a privilege to be involved in this expansion but my part, dealing with the figures, has been easy. The hard work has been done by those who have dealt with the day to day running of RWC, particularly in finding the necessary funding, especially the RWC Chair whose contribution to the success of RWC has been immense. I wish RWC all the best for the future as finding funding becomes ever more challenging. AR , Treasurer 18/9/26

Last words..

"Your kindness is not only a visible help but a light to the heart and a lasting memory. I deeply commend your meaningful role in helping vulnerable people. Your actions bring hope and dignity and have made a real difference in the lives of many who often go unheard."

Charity Commission Exemption from disclosure

A dispensation has been granted by the Charity Commission for 24 months from 17th April 2026 from publicly displaying the names of the charity's trustees in the Register of Charities for reasons of safety for the individuals who would otherwise be named.

CM 23/09/26

Refugees Welcome Crawley

Charity number: 1186127

Registered Office: c/o The Charis Centre
West Green Drive
Crawley
RH11 7EL

Tel: 07842 133979
rwcchair@gmail.com
www.refugeeswelcomecrawley.co.uk



CHARITY COMMISSION FOR ENGLAND AND WALES

REFUGEES WELCOME CRAWLEY	1186127

Receipts and payments accounts

CC16a

For the period from	01/04/2025	To	31/03/2026

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					
Donations	14,170	-	-	14,170	38,694
Fundraisers	-	-	-	-	2,720
Grants	74,000	63,096	-	137,096	20,221
Bank interest	40	-	-	40	13
Gift Aid	1,542	-	-	1,542	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total *(Gross income for AR)*	89,751	63,096	-	152,847	61,648
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	89,751	63,096	-	152,847	61,648
A3 Payments					
operating expenditure	728	36,611	-	37,338	28,817
Direct Refugee support	48,573	34,467	-	83,040	38,821
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	49,301	71,078	-	120,378	67,638
A4 Asset and investment purchases, (see table)					
IT Equipment	1,280	-	-	1,280	
	-	-	-	-	
Sub total	1,280	-	-	1,280	-
Total payments	50,581	71,078	-	121,659	67,638
Net of receipts/(payments)	39,171	- 7,982	-	31,188	- 5,990
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	17,764	-	-	17,764	-
Cash funds this year end	56,935	- 7,982	-	48,953	- 5,990

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		56,935	- 7,982	-
			-	-
		-	-	-
	Total cash funds (agree balances with receipts and payments account(s))	56,935	- 7,982	-
		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			-	
			-	
			-	
			-	
			-	

	Signature	Print Name	Date of approval
Signed by one or two trustees on behalf of all the trustees	[redacted]	[redacted]	25/8/26 25/8/26

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees	Refugees Welcome Crawley		
On accounts for the year ended	31 March 2026	**Charity no (if any)**	1186127
Set out on pages	(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 **31/03/2026**

Responsibilities and basis of report

As the charity's trustees, 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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

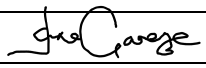
Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

.

Signed:		**Date:**	17/07/2026
Name:	Mrs Jane Gareze FCA ATT		
Relevant professional qualification(s) or body (if any):	Chartered Accountant (ICAEW)		
Address:	Gravelye Farmhouse, Hanlye Lane Cuckfield, West Sussex, RH17 5HR		

Section B	Disclosure
	Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).
Give here brief details of any items that the examiner wishes to disclose.	