The background is a vibrant, abstract illustration of a classroom. A sign on the wall reads "Class 3". In the upper right, a circular inset shows two hands, one from the left and one from the right, reaching towards each other. The overall color palette is dominated by purples, blues, and pinks.

Refugee
& Migrant
Network

ANNUAL REVIEW 2024

TRUSTEES:



Ann Morrison



Lorri Dawson



Briony Thomas



Sultan Mahmood Mahmoodi



Deborah Wroe



John Branford



Lisa Webster



Namrata Chowdhary



Olwen Edwards

REVIEW OF THE YEAR

Lorri Dawson

Have you noticed that we have changed the name of this document? It's been called the Annual Report for years but we wanted to distinguish it from the statutory annual report and financial statements. That has to include specific facts and figures about the organisation but in a review we can include anything of interest. So from now on it's the Annual Review!

MyChair's Report last year mentioned our newest employee, Julia Hámori, and our desire for RMNS to reach groups with unmet needs. During this year she has completed a research project and we have made decisions about a new hub – by the time you read this review at the AGM we will have had a few sessions in the new location. Read on for more details about the hub (Tuesdays@BishopAndrewes) and for all the other great things we do for refugees and migrants in the Sutton area. My few words here are just a flavour of the contents of this document.

I must thank organisations and people that are essential in all that we do. Firstly, our funders: thank you National Lottery (Community Fund), City Bridge Foundation, Lloyds Bank Foundation, Trust for London and the Hilden Trust for your continued financial support.



We are extremely grateful to our staff: Lucy Minyo, Advice Worker, who has worked tirelessly with considerable patience to support refugees and asylum-seekers; Zoë Clifford, Administrative Assistant, who is the friendly voice on the phone when people make first contact - she supports Lucy and enables her to deliver maximum help to clients; Julia Hámori, as Outreach Project Manager, she is managing the new hub (Tuesdays@BishopAndrewes) and represents RMNS to other organisations where we have a shared interest. Also, Diliana Diankova and Beata Mazurek, crèche workers who ensure that the children of students have the best possible experience to prepare them for school.

I'm very happy join this class.
Our tutors are perfect!
Thank you very much!
There is a lot of practice, speaking, grammar

My gratitude also to Trustees. Each of them is experienced and committed and continues to make an enormous contribution – see "behind the scenes" below. We are delighted that at the AGM we hope to welcome Eva Kalmus, retired GP, to join us as a trustee.

RMNS is a volunteer-led organisation so enormous thanks to our great team of volunteers:

- teachers, assistants, crèche and refreshment teams that make wednesday@Trinity and Tuesdays@BishopAndrewes possible
- volunteers who, with Trinity Church volunteers, run the International Coffee Club
- One2One volunteers who expend considerable time and emotional energy in supporting individuals who are struggling
- behind the scenes volunteers (mostly trustees) who ensure financial viability and compliance with regulatory organisations (e.g. OISC, Charity Commission, Companies House and Advice Quality Standard accreditation) plus safeguarding and health and safety.

Finally, I must not forget to thank our loyal members and supporters. We appreciate your support throughout the year and are so glad to see you at the AGM if you are able

to attend.

Just a couple of additional points to mention. Since last year Lisa Webster has taken on responsibility for the creative courses that we offer to students each term.

In autumn 2023 we were delighted that RMNS was chosen to receive the LBS Voluntary and Community Sector of the Year award. This reflects local appreciation for all the work volunteers and others do for refugees and migrants in the Sutton area.



PS thank you to the Review's editors – Ann Morrison and Olwen Edwards and designer, Neil Dawson.

I like this class as I can speak in English in a group ~~from~~ of people come from different countries. Also, teacher and volunteers taught me lots of English skills.

LUCY MINYO & ZOË CLIFFORD

Advice Team

The RMNS Advice Service has continued to work in a very challenging, rapidly changing legislative and economic environment in 2023-24. The Advice team has worked very hard to support our clients in both immigration and related issues.

Further changes in UK immigration legislation and regulations were effected in 23-24 and some of those impacted our clients.

Below, we have set out some examples of the changes and how we were able to support our clients in navigating them and presenting the required information.

- There was a significant increase in financial requirements which non-UK family members wishing to join their British or settled family member in the UK needed to meet. The requirement increased from £18,600 to £29,000.
- Changes in the Health and Care Worker visa prevented new applicants from bringing their dependants to the UK.
- We have helped some clients to make EU Settlement applications at a very late stage enabling them to present the very compelling grounds for their late applications.
- Changes made in July 2023 affected the ability of the new-born children of refugees to obtain refugee



status. This issue affected parents who had been granted refugee leave for five years and had a child born in the UK during this period. However, the impact can be significant as formal refugee status is important in terms of security and recognition of status. Recently, a client with refugee status sought advice because her child born in the UK was refused a refugee travel document on the basis the child had no refugee status. The parent could apply for a certificate of travel, but this was problematic as it required the refugee parent to make contact with their embassy, which could create further problems. It was also considerably more costly. Since July 2023 a parent who wishes their child born in the UK to be granted refugee status has to register an asylum claim for the child. This means the parents have to make a further application under the asylum system.

There were also some positive changes for asylum seekers that claimed asylum before 28 June 2022 from certain countries such as Afghanistan, Syria, Eritrea, Yemen and Libya. They were issued with an asylum questionnaire to complete by the Home Office. People from these five countries received a higher level of asylum grant so the



decision to fast-track these applications was welcome. However, clients needed a great deal of support in understanding the Home Office's requirements, especially those lacking fluency in English, as the completion

required responses to complex questions in writing.

We have worked tirelessly with very vulnerable clients with mental health issues securing their benefits entitlements and access to education. Our efforts would not have brought the desired outcome without help of our One2One volunteers who provided valuable support. For example, they accompanied a young refugee from Afghanistan to the local housing office and job centre, making sure that issues relating to his service charges arrears and universal credit were resolved following our initial requests on the client's behalf. Without our help he would have been facing eviction from his temporary accommodation.

The examples above give a picture of some of the many changes and cases we dealt with; we were very pleased with the successes we achieved in some of the cases in which we were involved. Over the 23-24 period we supported 96 clients at over 425 interviews and discussions. Of these, 47 were new clients. The number of interviews indicates the complexity of many of the cases. Our Client Satisfaction Survey scores indicated that 90% of clients were very happy or happy with the advice they received about their immigration status.

We assisted an asylum seeker from Brazil, who was viciously attacked by her partner, to apply for asylum support and with access to a women's refuge for victims of domestic abuse. We collaborated with Migrant Help and the Home Office special team that had the power to authorise payment for refuge accommodation. We found a refuge and liaised with them in order to secure a place for my client. When the refuge accepted the client we informed the Home Office and they authorised payment

We worked with a client from Syria with the asylum grant questionnaire, providing him with information on the questionnaire's purpose, highlighting the consequences of ignoring the questionnaire or the deadline. The questionnaire was successfully completed. We worked with RAK Kingston's solicitor on this case and the client was granted refugee status.

A big thank you to Zoë Clifford, our admin support, for her excellent work in assisting clients to access our advice service, maintaining the Lamplight data base, and constantly improving ways we can be more efficient and provide the best help and support to our clients.

Thank you also to Vera Kim for her valuable support during the year with case load, and to Clearvoice for their invaluable help in providing translation and interpretation services to Zoë and me and our clients throughout the year.



Top 10 Countries of Birth

Afghanistan
 Sri Lanka
 Iran
 Pakistan
 Brazil
 UK
 Albania
 Bangladesh
 Algeria
 Ethiopia



Clients by Age Group

Under 20	6
21-30	18
31-40	30
41-50	20
51-60	11
61-70	8
71+	2
unknown	1



Top 10 Topics for Advice

Immigration
 Housing
 Asylum support
 Education
 Access to local services
 Health
 Homelessness
 Debt
 Employment
 Benefits



Top 10 Nationalities

Afghan
 Iranian
 British
 Pakistani
 Sri Lankan
 Albanian
 Bangladeshi
 Brazilian
 Dutch
 Romanian



Disability/Vulnerability

These included:

Mental Health	19	Anxiety	4
Mobility	9	Victims of Torture	2
Victim of domestic abuse	9	Lack of literacy	2
Progressive disability / chronic illness	4	Modern slavery or trafficking	1

JULIA HÁMORI

Outreach

It has been a very successful year for the Outreach Project. Julia joined us last Autumn as the RMNS Outreach Manager and spent the early Autumn learning about Sutton and developing a network of contacts across the Borough.

Julia then pulled together the evidence on which the Network could base the next stage of its service offering to refugees and migrants – setting up a new Hub in a new location. She has also identified other opportunities for collaboration – see below.

The New Hub

Julia worked closely with officers from Sutton Council and a variety of people from across the Borough to understand what RMNS services might be needed, and where these could most usefully be delivered.

Assessing the evidence Julia pulled together, Trustees decided to begin our service expansion by opening a new

RMNS Hub offering English classes at beginner level, on Tuesday mornings, at a new site.



Julia has worked over this summer to set up the Hub at the Bishop Andrewes' Church Hall, in St Helier. A new volunteer ESOL teacher and assistant - James Tweed and Lisa Webster (who is also the RMNS Treasurer) - have been recruited to run the weekly beginners' classes which started on 24 September. Julia has also been actively publicising the new classes.

We are very pleased to have the new Hub under way – thanks to Julia's hard work!

We are also very grateful to staff at Bishop Andrewes' Church for their welcome and support in setting up the new classes, and to our funders for their financial support for our Outreach programme.



I like studying English I friendly my class
brand I happy the class for reading
and studying for all them

OLWEN EDWARDS

Wednesdays@Trinity

When people ask for information about RMNS, perhaps because they are considering volunteering with us, and when we write to thank people for donations, we always invite them to join us on a Wednesday morning.

This is when they can get a flavour of most aspects of our work; Lucy Minyo offers a "drop-in" advice service, our English classes are in full swing, babies and toddlers are nurtured in the crèche. about thirty of our volunteers are present and there's always a wonderful welcome from our catering team, Nallini, Akram and Manoochier who will provide tea, coffee and a great display of biscuits!

This year Julia Hámori, Outreach Project Manager and Andrea Eckhardt-Smith, our Community Liaison Officer have reached out to make contact with many local organisations who have sent representatives to visit us on Wednesday mornings. They have established some

valuable links within our local community, with the possibility of joint projects being developed. Those we have welcomed include Age UK, Sutton Mental Health Foundation, Sutton College, the Family Support Hub and Christians Against Poverty.



Our language classes have flourished. We began with just one class for complete beginners, now called Foundation but needed to start a second beginners' group half way through the year, with five more groups working at higher levels. Learners are still reluctant to "graduate" from Class 5 even though they are promised a warm welcome at International Coffee Club! Our volunteers are as enthusiastic and flexible as ever, willing to take on extra responsibility when someone is away and building strong relationships with the students. The Christmas Party was a great success with a chance to meet the extended families of some of our learners and it was great to welcome Santa and his new Elf - thankyou to Malcolm Payne and Abigail Hustler for facilitating that! The year ended once again with shared food at the picnic in Manor Park in July.

This year we have had 120 language students from 24 different countries and when asked to complete a satisfaction survey:

- 100% of them said they were happy or very happy in their class.



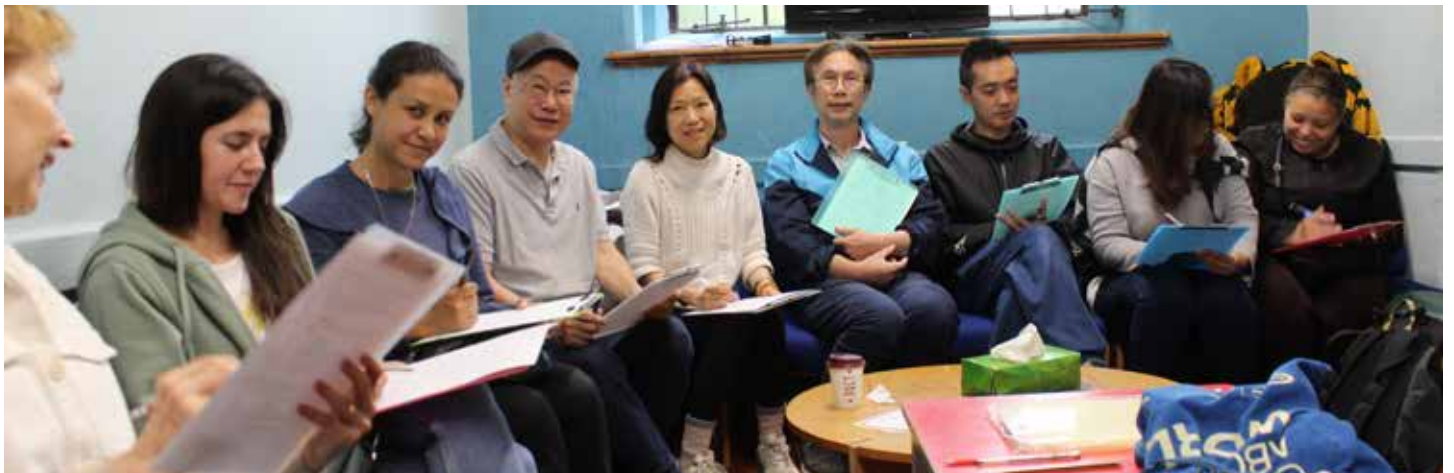
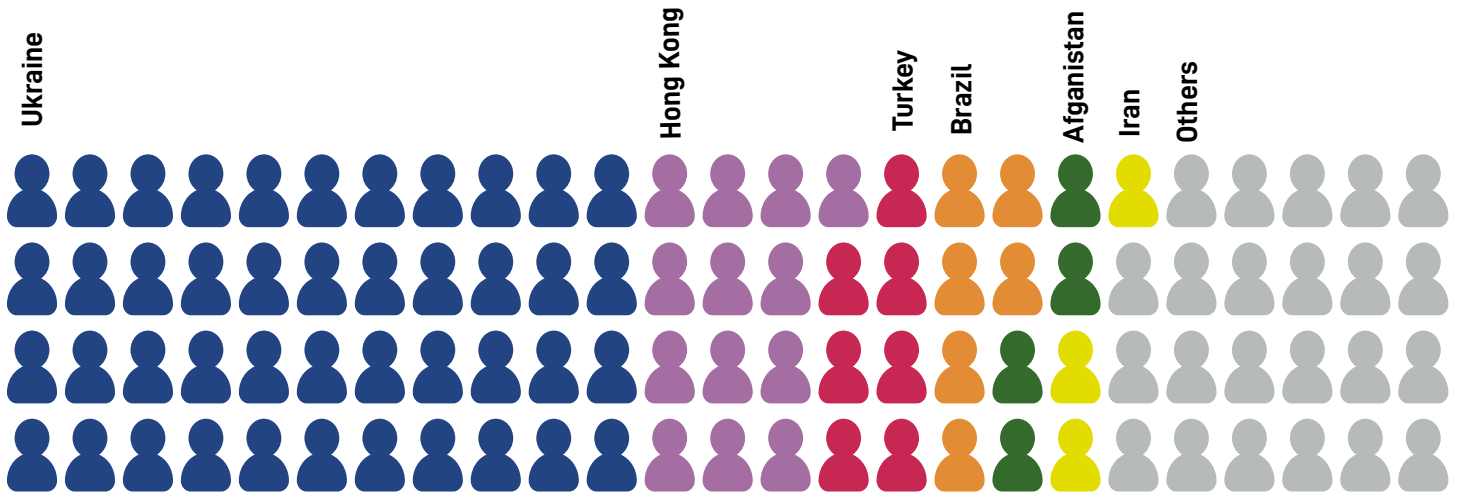
- 100% agreed or strongly agreed that they were making progress with their English.
- 96% feel more confident speaking English

RMNS aims to play a part in creating a cohesive society where everyone is valued and can make a contribution.

We believe everyone should be treated justly, with dignity and respect.

Wednesdays@Trinity is instrumental in helping us to achieve that vision.

Students' countries of origin 2023-24



Crèche

How do you access English classes if you are the carer of a very young child and you have no close relatives living nearby?

The answer is in a small downstairs hall at Trinity Church on a Wednesday morning - our RMNS crèche.

Once you have registered for a place, your child will be welcomed by our qualified crèche workers, Beata and Dilitiana, and our team of volunteers: Sue, Shakhanova, Sandy, and Deborah, who bring a wealth of experience to their role. There is equipment to help the children's physical development-especially useful if you live in a small flat - educational toys and creative activities. The children might be enjoying playdough, playing on the slide, completing a giant alphabet jigsaw, painting or singing

action songs together.

This has been a quieter year for the crèche and it has been a joy to see the children gaining confidence, selecting their own activities and building relationships with the adults. Several children will be moving to nursery or school in September and we wish them well. We believe that their time in our crèche with exposure to English and our gentle introduction to separating from their parents and playing with a small group of children will have helped them to be ready for the next stage of their education.

During the year we produced a leaflet for parents with tips for settling your child into the crèche. We would like to thank the students in Class 5 and the wife of one of our trustees, who translated this leaflet into a number of different languages. This was a great help in communicating with and reassuring parents and we look forward to using it as we encourage new students to leave their children in our care.





Volunteers

Over the year RMNS has been supported by 52 Volunteers who have all made a very significant contribution to the objectives and beneficiaries of our charity.

We continue to see a relatively low turnover (always reassuring!) accompanied by a steady stream of new volunteers bringing enthusiasm and new ideas but in turn being inspired by their more experienced colleagues.

Over the last year we have been lucky to have:

- 10 'ESOL qualified' teachers of English as a second language
- 18 teaching assistants
- 4 supporting English conversation in the 'International Coffee Club'

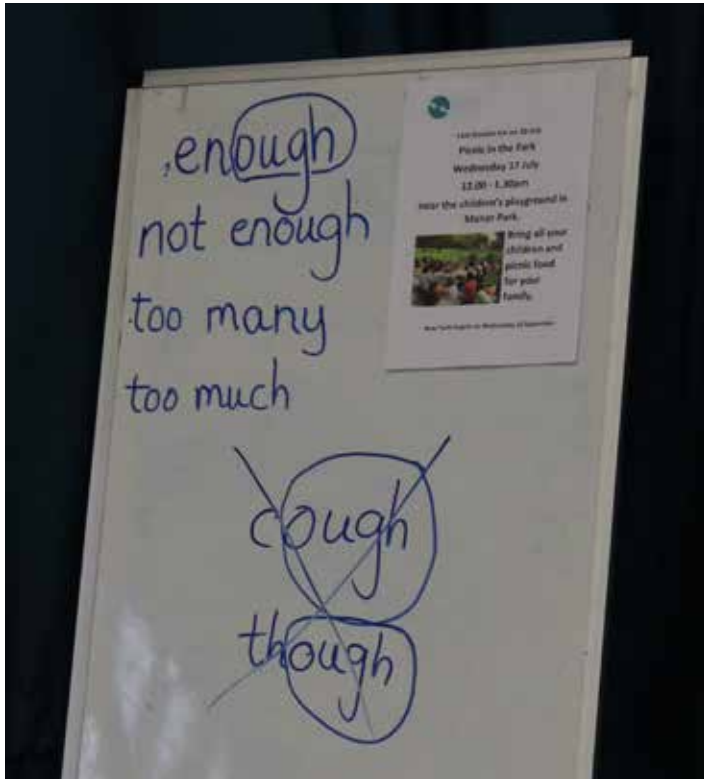
- 3 welcoming our students with tea, coffee and biscuits
- 8 involved in finance, funding and administrative support
- 9 trustees and 6 on our Management Committee
- 8 in our One2One service
- 4 in the Crèche
- 3 in specialist areas (Creative courses and Community liaison)

Our Treasurer comments in her Finance report that the contribution made by our Volunteers means any financial analysis will fail to reflect the breadth of work done. To address that I have estimated our Volunteers now contribute something like 5000 hours a year. An extraordinary contribution from our Volunteers.

More important than the hours though is the evident and very positive difference our Volunteers make to the lives of our students and clients.

We should like to thank them all.





JAMES TWEED

Volunteer Profile

A new initiative developed by the trustees this year has been a commitment to developing the skills of our volunteers. We have encouraged our assistant language teachers to follow a course leading to a professional qualification as a teacher of English as a second/other language (ESOL). RMNS will contribute to the cost of the course if the volunteer will commit to volunteering as a qualified class leader. This is James Tweed's story!

After two years as a Refugee & Migrant Network Sutton (RMNS) classroom support volunteer I decided to step up and become a teacher of English myself. So, after consultation with Olwen Edwards, I applied to a training college to do a CELTA course.

CELTA stands for the Cambridge Certificate in Teaching English to Speakers of Other Languages, and it is recognised around the world as being the gold standard of such teaching courses. The CELTA course is flexible and can be taken full- or part-time, in a classroom or online, whichever suits you best. I wanted to be trained in a classroom in person alongside other students and to do the course in four weeks full-time rather than part-time over a period of months or even a year.

Before being accepted on the CELTA course at Stafford House in Holborn, central London, I had to complete a

lengthy written English test and, if I passed that, would be interviewed for up to 90 minutes to see if I was the right candidate material. Less than two weeks later I started the course.



I was told during the interview to expect a 70- to 80-hour working week. Forewarned is forearmed, and even though my nine student colleagues and myself all thought we knew what to expect, the reality was something else. We were a mix of nationalities. One student flew in from Brazil, another from Peru, two were Americans already studying in Europe, one was Swiss, and the rest were English or Irish. I was the only man on this CELTA course.

The course at Stafford House was very tightly structured – it had to be, as much ground had to be covered in a short time. Topics covered included classroom observation, lesson planning, presenting new language, grammar in context, classroom management, and error correction techniques – and this was only week one.

The days were split in half. Mornings were lessons led by one of our two course tutors and afternoons saw us teach classes of students with either limited or pretty good English skills. Over the four weeks, each of us taught eight classes – six 40-minute and two of one-hour – while being assessed by a tutor and our student peers. It was nerve-wracking.

For the four weeks each evening was spent writing one of the four assignments, preparing the two lessons to teach that week and working over the weekend on another assignment to be submitted by first thing Monday. Seventy to eighty hours a week was right.

Being trained to be a teacher of English as a second language was exhilarating and at times a terrifying experience. Fortunately, our tutors gave each of us the support and guidance needed for us all to pass and become CELTA-accredited teachers. I would highly recommend the course, but it is not for the fainthearted.



JOHN BRANFORD

One2One

Our One2One service was set up to provide additional support from a “Volunteer” to a “Partner” identified by our Advice Worker as needing it.

The nature of the support differs according to need but often (and increasingly) involves facilitating and attending meetings with our Partner and education, health, immigration or housing professionals.

Our Volunteers cannot give advice and are not experts but by listening, providing continuity and learning to ask the right questions they aim to improve the lives of our Partners. Over the last year eight Volunteers have participated in the service working with twelve Partners.

Our work has continued to be varied and interesting. However, strains on public service housing supply and mental health services have been particularly challenging for some of our Partners. We cannot resolve all the issues but through the commitment, determination and resourcefulness of our team, we make progress on most.

If you are interested in working with us, we would be delighted to hear from you!

*Is wonderful Teachers
Oll OK.*

ANNE BRETT & SUE LAFLIN

International Coffee Club

International Coffee Club, a joint project set up by RMNS and Trinity Church in 2022 with the aim of encouraging and facilitating English conversation, has continued to grow and be successful.

It is well attended and valued by visitors who drop in from the local area, Trinity Church and RMNS language classes. It continues to provide:

- a welcoming place for visitors to meet for adult conversation and to make friends.
- an opportunity for visitors to exchange advice and views about employment and volunteering possibilities locally.
- an excellent link to the English lessons run by RMNS in offering continuity for students leaving Class 5 and also complementary conversation opportunities for other classes.

The 16 volunteers (from Trinity Church and from RMNS) are committed and enthusiastic and usually sit and chat with a group of 3-4 visitors. This year we made available a selection of debating cards to assist with wider discussions which has been popular. However, many visitors tend to prefer informal chat and to build up a natural rapport with volunteers and other attendees. At the same time, we are able to identify visitors who may need extra assistance so there can be more one-to-one conversation if necessary.

Typically there are 10 to 17 visitors each week but we have

seen as many as 20. We keep a record of the nationality of visitors and have welcomed friends from Afghanistan, Bangladesh, Brazil, Bulgaria, Eritrea, Hong Kong, Iran, Iraq, Lebanon, Pakistan, South Korea, Sri Lanka, Turkey, Ukraine, and Zambia. There has been a larger proportion of visitors from Hong Kong over the last 6 months. If you are in Sutton on a Monday morning in term time, do drop in for tea, coffee and good conversation!



LISA WEBSTER

Creative Courses

At the last AGM we showcased the fabulous work produced in a variety of media (acrylics, charcoal, pencil with gold/silver leaf and watercolours with ink) in the course led by Anna Virabyan: Art for Wellbeing. The plan is to offer a 4-6 week creative course each term.

In the spring, Arzu Taylan Ersoz led a group exploring how to Draw Like A Child and journal life's big moments. Some of the pieces produced in this class were displayed in the

gallery in Sutton Central Library during Refugee Week in June.

The summer course saw participants making their own stop motion videos using paper puppets. This course, led by Sandy Leong (now a volunteer in the crèche too), explored Sharing Your Stories and used animals as representative self portraits.

A new course, Where We Live Now, led by Tracey Downing, is planned for the Autumn. Courses are open to RMNS students and others who want to practise their English while enjoying a creative outlet. To receive notifications of future courses, message 07929 037765 and ask to be added to the WhatsApp group.





Social Media

Two great ways to keep in touch with RMNS activities are via our website and Facebook.

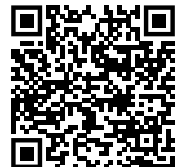
Our website is a good source of information about our core activities and this report, our full statutory accounts and English class dates are all there.

Our Facebook has immediate and up to date information and reminders about term dates and special events. We also share news about government policy related to immigration and migrant issues.

We really appreciate "likes" and positive comments on Facebook posts. If you don't have Facebook you can access our page by going to the website and clicking on the Facebook logo.



RMNS website



RMNS Facebook

I like the class, I enjoy ^{talking} with people in English.
The teacher is very good, I can speak more English.

Finance

Finance Headlines

In the financial year to 31 March 2024, RMNS had income of £120k and expenditure of £75k giving a surplus of £45k. At the year end, the charity's net assets were £66,527 (2023: £21,809).

	FY23	FY24	FY25 Budget
Income	£62K	£120k	£100k
Expenditure	£66k	£75k	£98k
Surplus	£-4k	£45k	£2k

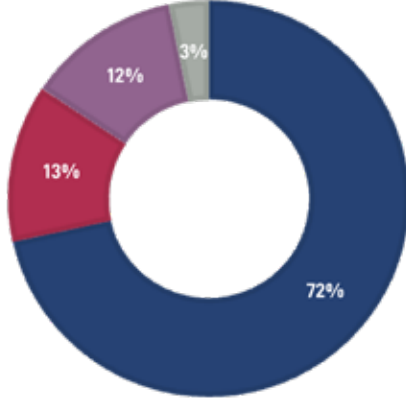
This year we benefited from three major grants and continuing funding from several smaller funds. The successful bid to the National Lottery took account of all our existing restricted funding in 2023-24, including the important grant from City Bridge and smaller ones from Trust for London and the Hilden Trust, and made up the shortfall in full. This has allowed us to allocate the full £25,000 unrestricted grant from Lloyds Bank Foundation to rebuilding our depleted reserves, putting us back into a healthy balance sheet position, with capacity to withstand unexpected shocks for at least six months or develop the organisation in new directions if an appropriate opportunity were to arise.

Generous donation income from our local friends and supporters (in particular Trinity Church, Sutton Quaker Meeting, South London Humanists and donations in memory of founder member Rosemary Bloxham), together with below budget expenditure on advice salaries and

related costs during our advice worker's phased return to work from illness, gave rise to a larger than expected surplus. The National Lottery and City Bridge have given approval to use the underspend on their grants for some additional expenditure in 2024-25, above the £98k already budgeted. This will be spent on training for teaching assistants to qualify as ESOL teachers and for One2One volunteers to gain skills in mental health first aid and suicide awareness. There will also be extra funds for additional admin support to be continued.

The main areas of expenditure were:

- Advice £53.5k
- Wednesdays@Trinity £9.6k
- Outreach / new hub £9.4k
- Creative courses £2.4k



The costs of the One2One programme and grants for destitute refugees were negligible (0.2%). However, the time devoted by our dedicated One2One volunteers was far from negligible. We cannot (and should not) put a monetary value on this time but it would be impossible to deliver this service without them. We are delighted to be able to invest in additional training for them in the year ahead.

Advice Service	FY24	FY25 Budget
Staff	£41.5k	£47.5k
Training	£2.8k	£4.7k
Premises	£3.6k	£4.0k
Translation/Interpretation	£1.0k	£2.8k
Other direct costs	£3.1k	£6.2k
Apportionment of indirect costs	£1.5k	£1.4k
Total	£53.5k	£66.6k

Staff costs in 2023-24 were lower than originally budgeted due to our advice worker's phased return to full time working. This also resulted in lower spending on training and translation/interpretation. The budgeted figures for 2024-25 are based on a full year of full time working, with an uplift for inflation. Other costs will be higher in the year ahead because we need to pay for our biennial AQS inspection. Some additional hours for our admin assistant, funded out of the underspend from 2023-24, will push the total closer to £70k, roughly 70% of the organisation's total budget.

Wednesdays@Trinity	FY24	FY25 Budget
Staff	£3.3k	£3.3k
Training	£0.1k	£0.2k
Premises	£5.0k	£5.2k
Other direct costs	£0.9k	£0.4k
Apportionment of indirect costs	£0.3k	£0.3k
Total	£9.6k	£9.4k

At around 10% of the annual budget, Wednesdays@Trinity might seem a much less significant part of the work of RMNS than our advice service. However, if we could adequately capture the value of the hours contributed by our incredible team of teachers, teaching assistants and volunteers, the picture might be rather more balanced. We also benefit from the ongoing generosity of Trinity Church as our host venue at considerably below market rates.

Outreach / New Hub	FY24	FY25 Budget
Staff	£8.3k	£15.5k
Premises	-	£3.1k
Other direct costs	£0.8k	-
Apportionment of indirect costs	£0.3k	£0.6k
Total	£9.4k	£19.2k

In 2023-24, our outreach work commenced in September and laid the foundation for a new hub to open in September 2024. This is reflected in the significant increase in the budget from one year to the next. We plan to invest additional funds in training new ESOL teachers now that we have approval from our funders to do so. As with our existing language learning hub, we will be able to deliver so much more than the monetary funding level suggests because of the time donated by volunteers and generous terms offered by our new host venue, Bishop Andrewes' Church in St Helier.

Creative courses

Three creative courses were delivered during the year, as planned, for a little less than budgeted. £2.8k has been budgeted to run three more courses in 2024-25 and our autumn term course will be longer (six weeks instead of the usual four) and offer a crèche because the artist has received her own funding from Arts Network Sutton for her time.

Funding

RMNS could not provide its services to clients or students without the generous support of our funders and their willingness to fund both core and small project costs.

We are very grateful for the financial support and guidance we receive from the trusts and organisations below :



**LLOYDS BANK
FOUNDATION**
England & Wales

**The Hilden
Charitable
Fund**



**CITY BRIDGE
FOUNDATION**



Sutton

Accreditation



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**COMMUNITY
FUND**

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