

# **NCG ANNUAL EVALUATION REPORT**

**2021-2022**

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## Introduction

New Citizens' Gateway (registered as Barnet Refugee Service, Reg: 1107965) is an independent charity since 2005 working in partnership with individuals and agencies to improve the quality of life and promote the physical, social and mental well-being of refugees and asylum seekers in London and beyond, helping to reduce health inequalities, social exclusion and poverty and enabling positive integration.

NCG has extensive experience in successfully delivering services in a safe, friendly environment and is uniquely positioned to meet the needs of refugees and asylum seekers identified through regular monitoring and evaluation and over years of experience.

Each year we support over 3500 refugees and asylum seekers through various activities under our Holistic Model of Support which is a research-based model through an integrated and holistic approach, this model aims to offer a model of support that develops positive mental health, improves community cohesion, facilitates integration and increases the life chances of vulnerable refugees and asylum seekers living in London in particular Barnet, Brent, Harrow, Camden, Islington, and Hackney.

Our services include Advice and Information, Mentoring and Volunteering, ESOL Provision (We are a registered centre for Trinity College ESOL Skills for Life exams), Women's Group, Peer Support, One-to-One and Group Therapy, Homework Club, Youth Club, Youth Psychosocial Activities, Sports Activities, Mothers' and Toddlers' Group, Gardening and Ecotherapy, Educational Workshops and many other activities.



## About Our Clients

Refugees and asylum seekers are some of the most marginalised and most vulnerable sectors of UK society. Most arrive with little resources, and asylum seekers are unable to access employment.

They often live in utter poverty. Many have poor mental health due to trauma in their home countries (caused by experiences of war, torture, and rape), dislocation, their journey to the UK, and the difficulties of developing a new life. A high proportion of our clients including young refugees and women suffer from poor mental health including Post Traumatic Stress Disorder.

We identify the needs of our clients through direct contact with them, monitoring enquiry types, carrying out surveys and needs analysis in a variety of ways and settings and this is how our Holistic Model of Support has been set up and delivered. Our findings confirm that the majority of our clients suffer from mental health issues which at times can be quite severe and may have complex health needs and they have difficulty accessing health care. We strongly believe that holistic and person-centred care is essential to support resilience and help them adapt to life in the UK.



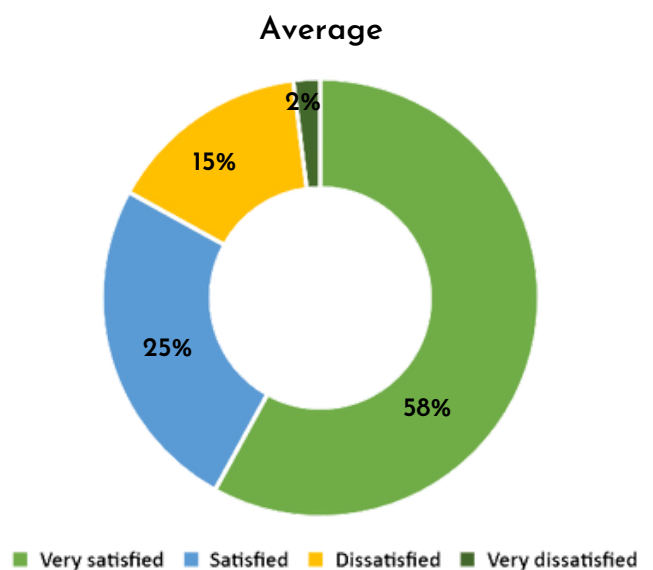
## Monitoring, Evaluation and Impact Measurement

In order to measure the impact of our delivery, each project has an internal evaluation framework consisting of specific aims, outcomes and outputs with indicators. Each activity has a monitoring plan with outputs broken down into monthly and yearly targets with reporting agreed with our funders. We review the indicators set for each outcome and record the progress our clients are making. We measure outcomes for clients including: Quantitative outcomes from our AdvicePro database, an annual client questionnaire, written feedback on activities, and using validated participant questionnaires e.g., the Warwick-Edinburgh Mental Wellbeing Scale, qualitative outcomes through individual interviews, case studies, focus groups, and peer-led evaluation

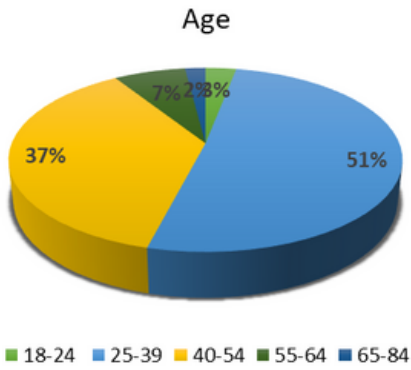
## Customer Satisfaction Survey

In order to retain our Advice Quality Standard of the Community Legal Service (CLS) as well as making sure we provide the highest standard of service to our clients according to their needs, it is essential to have in place a feedback process for the clients we see.

During the past year, we randomly extracted information on 615 clients from our AdvicePro database and contacted 200 of them. Out of 200, 70 clients responded and agreed to share their views about NCG services. Overall, on average 58% felt "very satisfied", 29% "satisfied" and 13% felt "dissatisfied" with our services. 60% of our clients reported that using our services improved their overall well-being.



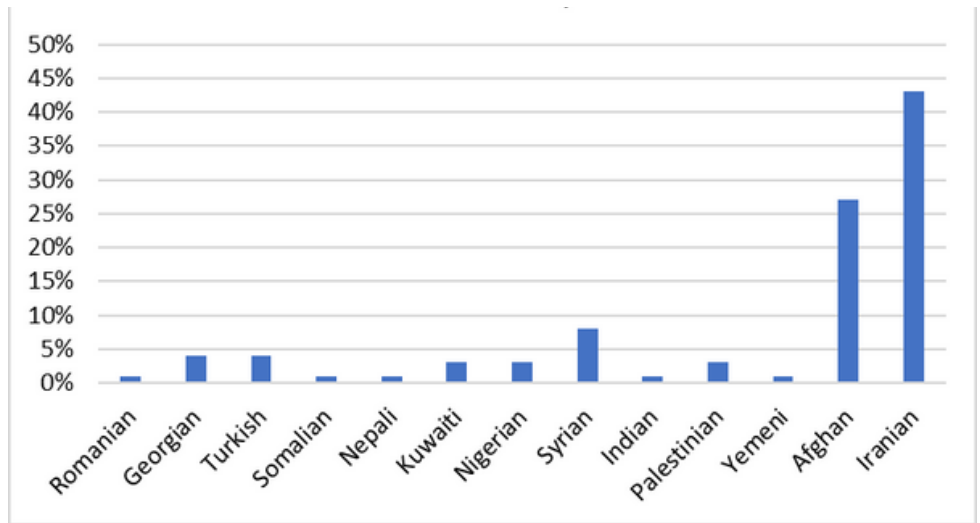
# Customer Satisfaction Evaluation



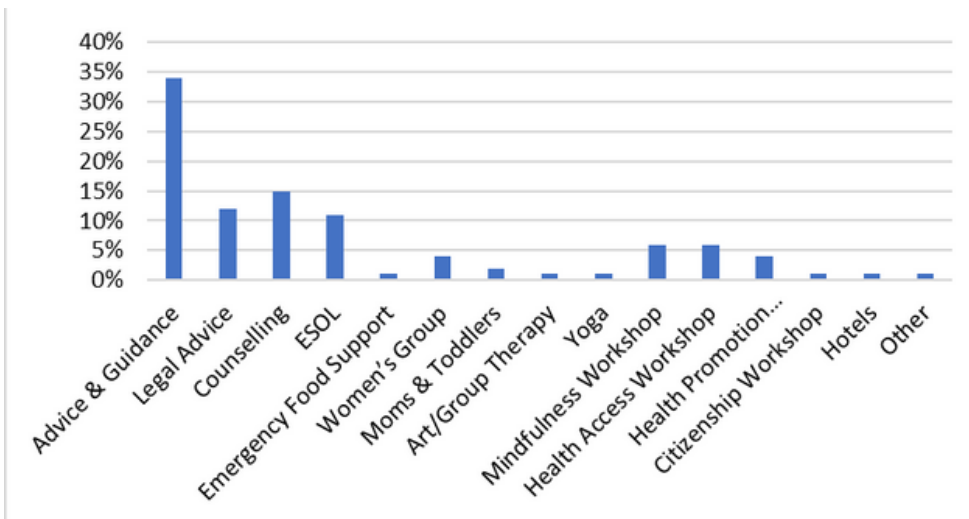
Out of those randomly selected clients, 55% were female and 45% male. The questionnaire contained questions about their experience of using NCG's service (Annex 1). **75% of the interviewees had refugee status and 25% were seeking asylum.** The participants' nationalities ranged from Iran, Afghanistan, Syria, Georgia, Turkey, Palestine, and others. Overall, our clients felt the service they received improved the quality of their life.

“  
The waiting time to receive the wellbeing services is too long  
”

## Nationality

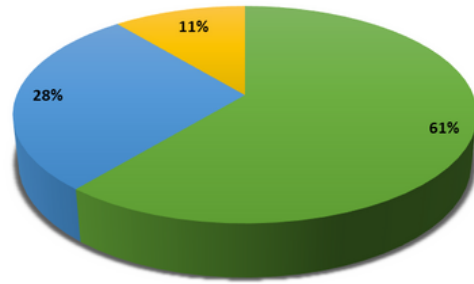


## NCG Services Accessed by Our Clients During 2021



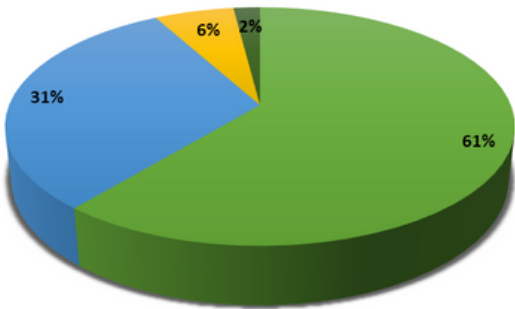
“  
NCG helped me a lot to have a clear vision about my situation  
”

### 1. How easy was it for you to access our services?



■ very satisfied ■ satisfied ■ dissatisfied ■ very dissatisfied

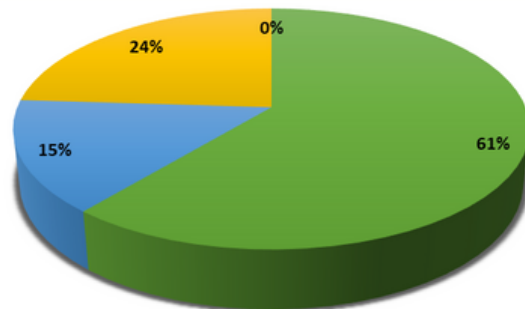
### 2. Were you satisfied with what we did for you?



■ very satisfied ■ satisfied ■ dissatisfied ■ very dissatisfied

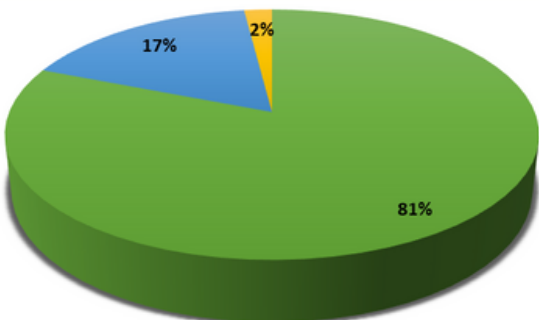
“  
Helpful classes,  
patient  
teachers,  
supportive  
advisers  
”

### 3. Did our services improve your overall wellbeing?



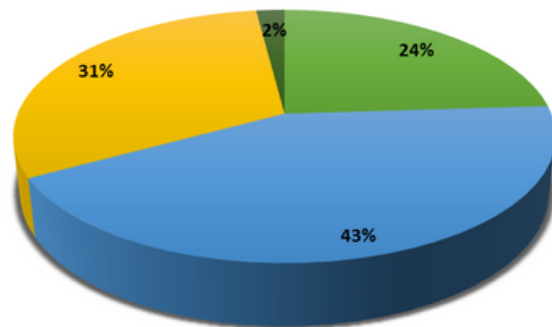
■ very satisfied ■ satisfied ■ dissatisfied ■ very dissatisfied

### 4. Will you recommend us to others?



■ very satisfied ■ satisfied ■ dissatisfied ■ very dissatisfied

### 5. After using our services, do you feel more confident in dealing with your issues more independently?



■ very satisfied ■ satisfied ■ dissatisfied ■ very dissatisfied

## Advice Team

The Advice Team designed a questionnaire with six questions (Annex 2) related to the team's accessibility and readiness to support, their helpfulness and understanding of the client's situation, and how the outcome affected the clients' confidence in enabling them to support themselves in the future.

We extracted 470 service users from our database and our volunteer interviewers randomly selected and contacted 250 of them out of which 107 responded to the questionnaires.

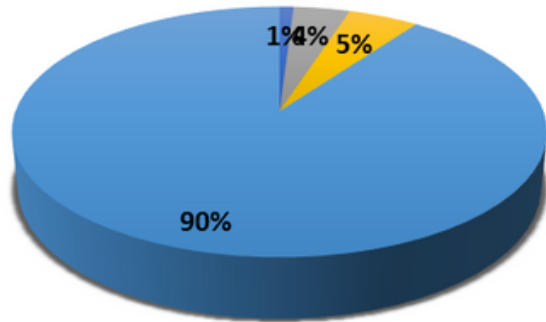
86% of participants were totally satisfied with the service they received from their advisers.

### Scoring Method:

- 1: Worst
- 2: Bad
- 3: Average
- 4: Good
- 5: Best

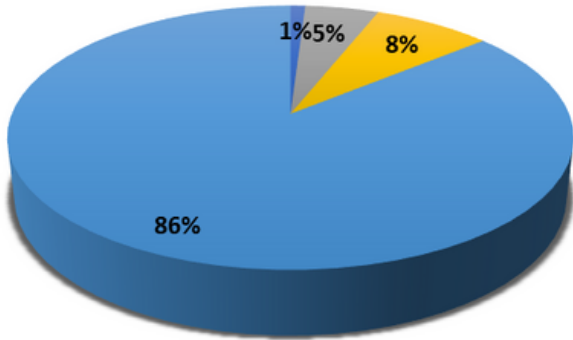


How easy was it for you to access our advice service?



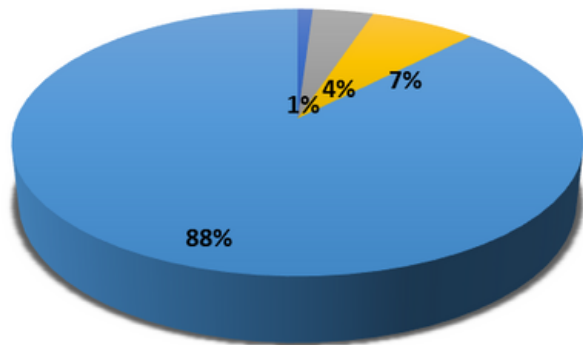
■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Do you feel your enquiry has been dealt with?



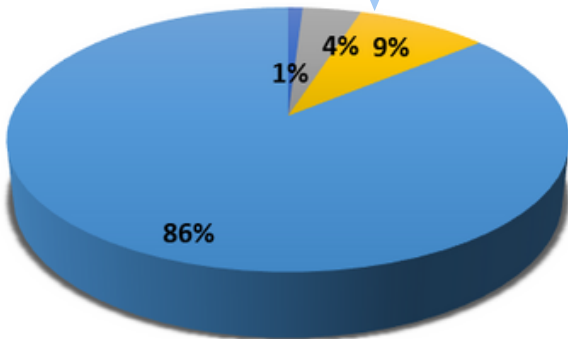
■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Do you feel you had the support and understanding of advisers?



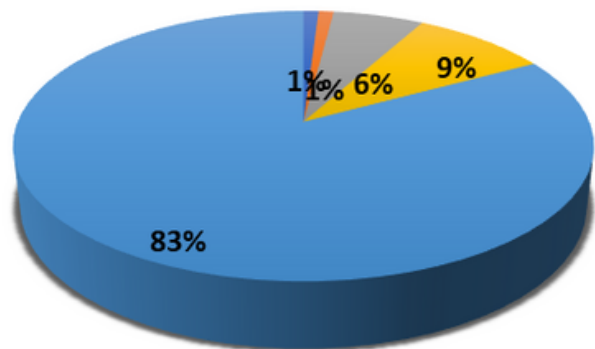
■ 1 ■ 2 ■ 3 ■ 4 ■ 5

Did your problem get resolved by our intervention?



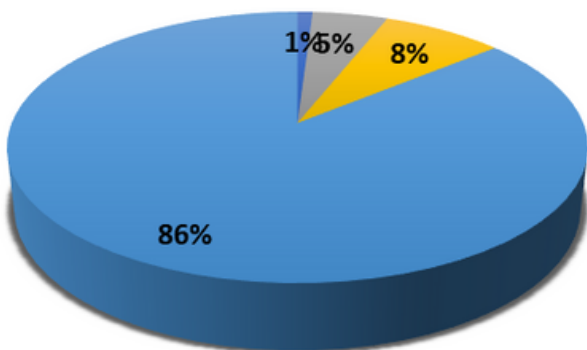
■ 1 ■ 2 ■ 3 ■ 4 ■ 5

After using our service, do you feel more confident in dealing with your issues more independently?



■ 1 ■ 2 ■ 3 ■ 4 ■ 5

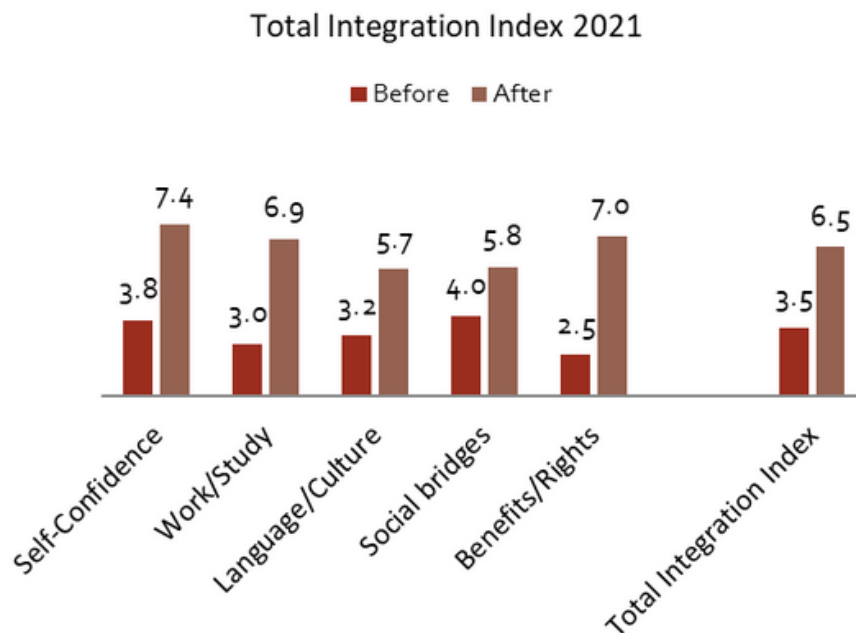
**Average**



■ 1 ■ 2 ■ 3 ■ 4 ■ 5

From April 2021 to March 2022, the Mentoring Programme continued to offer flexible modes of contact between mentors and mentees, which allowed mentoring sessions to be conducted via video conferencing, face-to-face, or in a combination of both. Going on its second year, the programme was able to receive a total of 26 mentees and match them with volunteer mentors of various backgrounds and experiences.

Our 2021 mentoring evaluation was conducted at the end of 2021, where 21 mentees participated. The objectives were to assess the improvement of five integration indicators that were Self-confidence, Work/Study, Social bridges, Knowledge of benefits and rights, and Language/culture. We measured scores provided by mentees before they started with their mentors and after they completed their mentoring relationship. The evaluation shows the total average integration of all mentees and confirms a significant improvement as 3.5 before to 6.5 after mentoring intervention.



(Annex 3)

“My mentor contacted many universities for me and evaluated my chance with each university and so we applied for the universities where we thought I had a good chance.”

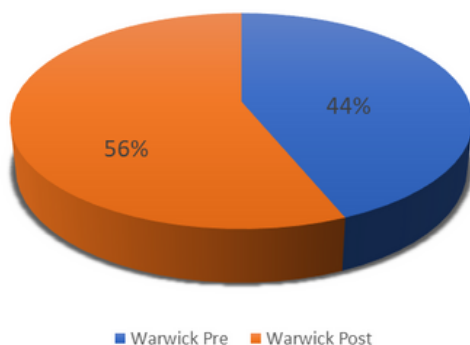
“My mentor was great! I want the whole world to know that there are people who help others without reward.”

“When I got my interview, I immediately called my mentor and a night before my interview she walked me through the interview procedure, and it gave me good feeling more than my counsellor specialist psychologist.”

## Bilingual Counselling Service

During 2021-22, 374 clients were referred to our counselling services, of which 23 were deemed unsuitable for brief counselling; 142 were either out of reach or uninterested in having treatment and 139 clients received one-to-one counselling. To measure the impact of this service we ask counselling clients to rate their mental well-being before and after completing their sessions using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS). (Annex 4)

Level of Marked Improvement

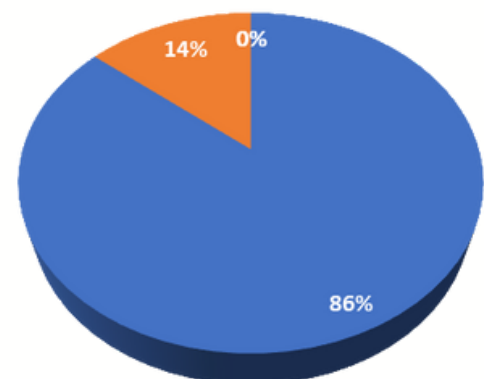


During the last year, we randomly selected and analysed 63 questionnaires completed by clients which showed that there was a marked improvement in their mental well-being: The Before: After ratio for the period 2021-2022 was an average of 44:56 with the greatest improvement for an individual client being 31:69.

## Counselling Satisfaction Survey

In order to assess the level of client satisfaction accessing the counselling service we randomly picked 30 clients out of 139 who used this service and asked them about their experiences (Annex 5). The average shows that 86% of the clients reported very happy with the service they received. Around 14% of clients felt they need longer-term therapy as 12 sessions are not long enough to help their complicated mental health issues. On the question of impact on overall wellbeing (Q:3 - Annex 5), 70% reported significant marked improvement in their mental health.

*"A massive thanks for everything you guys are doing for us refugees!!!"*



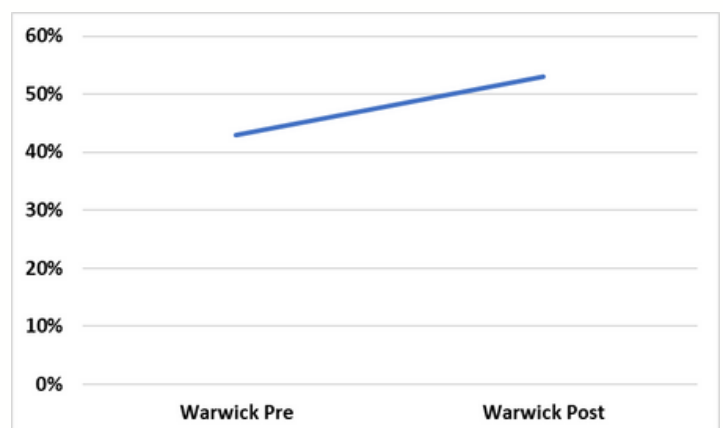
"I feel less  
lonely..."

## Youth Counselling Project

To measure the impact of this service we ask counselling clients to rate their mental well-being before and after completing their counselling using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) (Annex 4).

During 2021-22 we received 31 referrals of young people of which 17 received counselling with an average of 12 sessions each. 89% of participants were male and 11% female.

The Pre/Post ratio shows an average of 38 when they started the counselling sessions and an average of 47 after completing the sessions. All young people improved from pre>post score indicating a positive change to their wellbeing, and the greatest improvement for an individual client has been +17 (24:41).



## Improving Access to Psychological Therapies (IAPT)

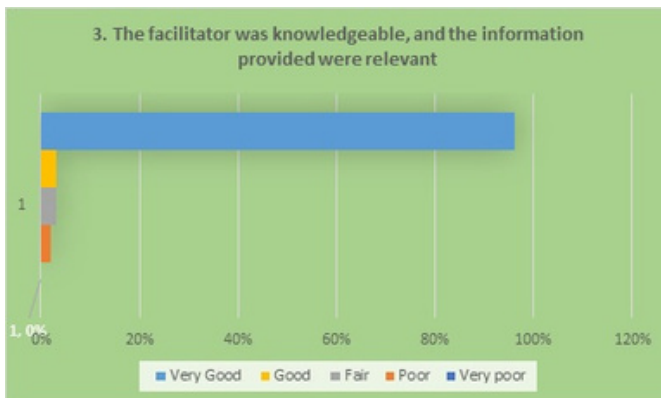
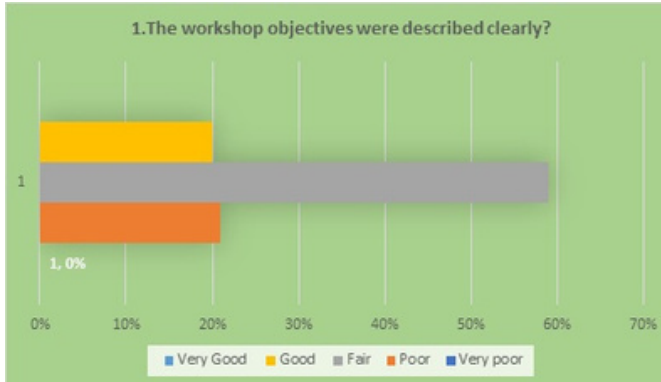
This service provides psychological low-intensity support for mild to moderate levels of depression and anxiety.

During 2021-2022 we provided various psycho-educational workshops on different topics e.g., PTSD, anger management, sleeping management, panic, and anxiety, how to deal with grief, depression, how to cope with COVID, maintaining healthy relationships during COVID-19, moments for mindfulness and mindfulness to structure your day.

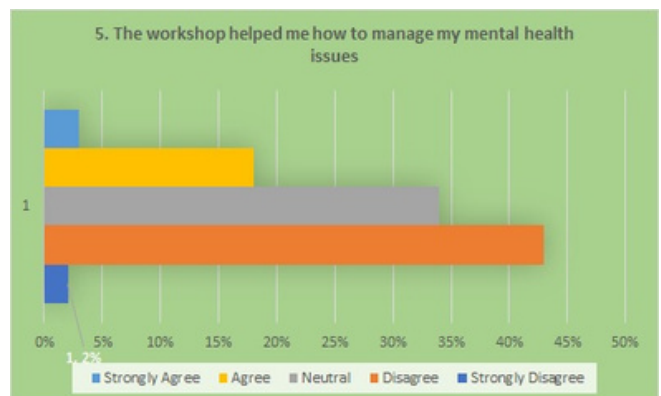
The goal of these workshops is to help our clients better understand or become accustomed to living with mental health conditions. **Although some people found these workshops useful, due to the nature of the complex mental health issues our clients experience, their traumatic experiences, and their current practical issues, they did not find these workshops popular.**



# IAPT Evaluation



In order to get feedback from clients accessing this service an evaluation form (Annex 6) has been designed and distributed after each workshop. Focusing on question 5, out of 542 clients completing the forms, the majority of participants did not find the workshops useful to deal with their mental health and coping skills. Under the "any additional information" question, the most common comments were that their mental health issues are more complicated and they need more intense one-to-one mental health support. This matter has been raised with the commissioners at CCG and it has been agreed from April 2022 a blended model of both one-to-one therapy and workshops to be provided.



## ESOL Classes

This report seeks to present a general picture of the impact of the ESOL provisions in the NCG by way of laying out the difference the ESOL teaching made during 2021-22, which was measured in each course in each term. At NCG, the ESOL groups are formed according to the learners' levels, and mapped to the National Qualification Network. Once a learner is assessed initially and placed in a group by the ESOL manager, the teacher assesses them more specifically in language skills and knowledge in order to ascertain their needs.

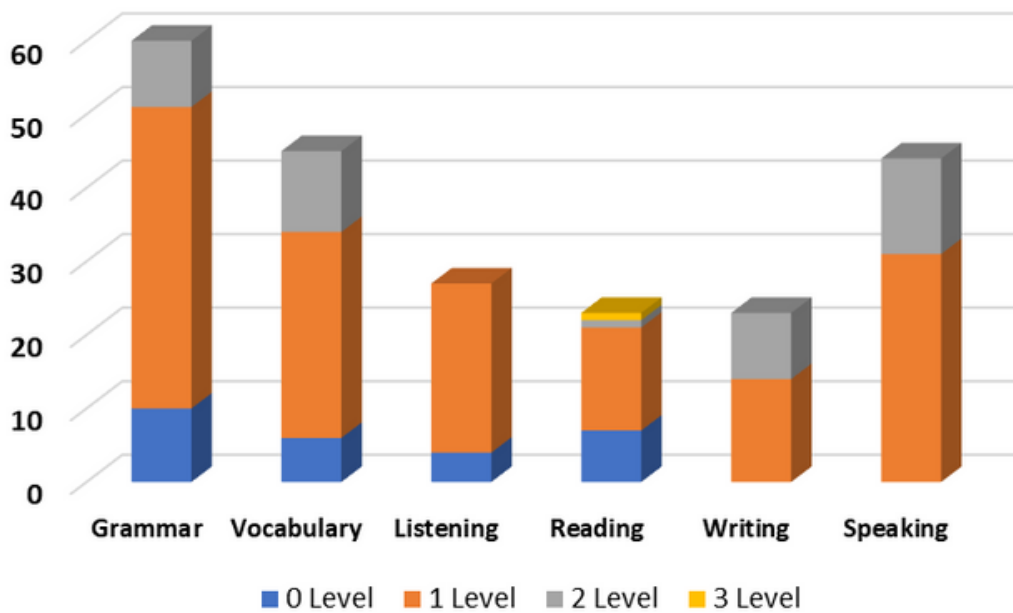
The comparison was made between:

1. The starting level of their students before a topic was introduced, a grammar point was taught, or a skill/function was practised
2. The performance of the students at the end of the above-mentioned aspects of teaching.



Students were graded at the aforementioned points in time in the following manner: 0= no progress, 1= a little progress, 2= good progress, 3= remarkable progress

The difference between the 2 'grades' then represents the progress individual students have made:



## Results

Our ESOL program saw positive results in terms of participants' English language proficiency scores improving over the course of delivery. Students made progress in all 4 language skills, grammar, and vocabulary. The development of students' English-speaking skills is the most noticeable. The development of writing skills is the least noticeable. Listening and reading skills were not neglected, but students also benefitted from the practice of these skills in their courses.



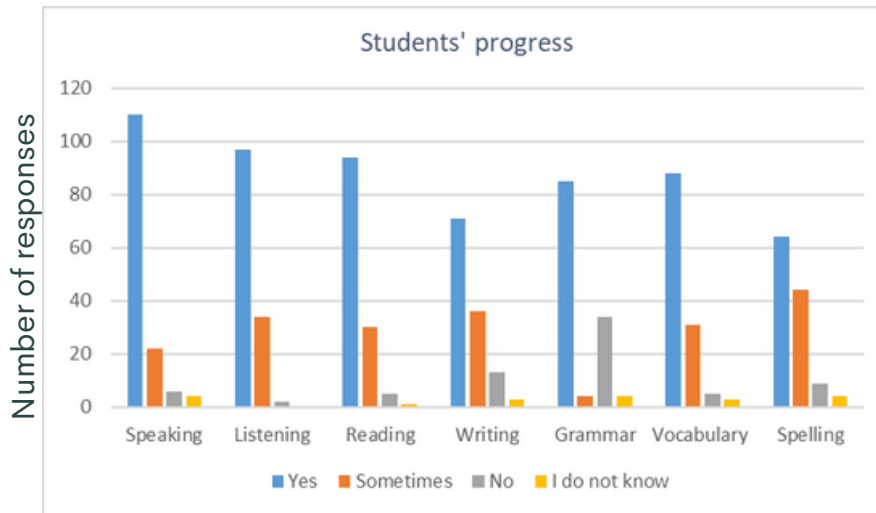
Trinity College is funded by European Union's Asylum Migration and Integration Fund (AMIF). 3 Trinity ESOL courses took place at NCG this year. These courses were intended to enable refugees whose English level is between Entry 1 and Entry 3 to improve their English skills and to obtain a highly valued ESOL Skills for Life qualification. 17 learners registered for this intense 10-hour weekly course, 9 completed it and all successfully passed the exam.

**9** of the participants  
successfully passed the  
Trinity exam.



## ESOL Satisfaction Survey

To measure the level of satisfaction of students attending our ESOL classes, out of 326 students accessing this service 152 participated in filling up a survey (Annex 7) and were asked questions about the adequacy of our lessons, their online learning experience as well as their preference for the future method of deliveries. The Survey used to be conducted using paper copies, but it changed to an online survey after the lockdown.



*'The atmosphere was so peaceful. I was not afraid to speak wrong'*

On the adequacy of the level of lessons 70% reported it was just right, 15% felt the class was too easy for them, 10% were undecided and 5% found their classes too difficult.

During 2021, most ESOL lessons were delivered online. The survey asked about students' experience using online learning facilities. 85% had no problem, 11% were not comfortable with online lessons, and 4% equally had either an internet connection problem or did not have an appropriate device to attend (mainly used mobiles).

On preference of delivery methods, 52% of participants preferred online delivery for the future, 28% preferred in-person lessons and 20% had no preference and could access both online and face-to-face lessons.

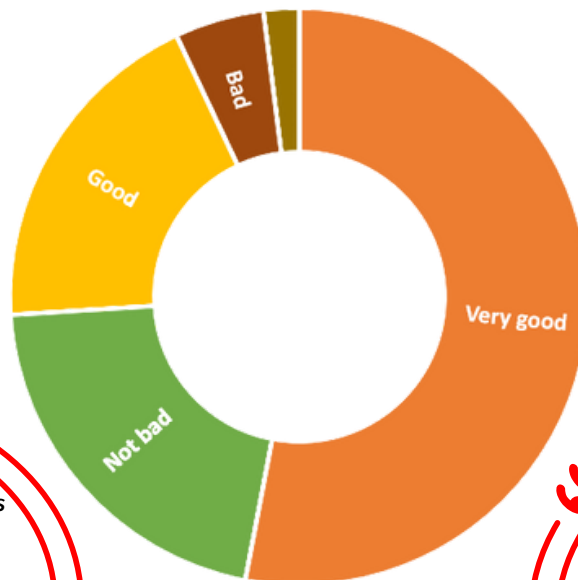


## Youth Project Satisfaction Survey

Our Youth Project continued to expand over the past few years and managed to have over 200 young people on its registration list with various needs across different activities. During 2021-22, 96 young people started on the programme and actively got involved in different activities. In July 2022, an online satisfaction survey was sent to 80 young people randomly picked from those who currently or previously participated in Youth Wellbeing Project. A total of 25 young people responded to the Youth Satisfaction Survey (Annex 8).

83% of respondents were male and 17% female. 40% were aged between 15-17 years, 56% were 18-21 years with 4% were aged 21+ years.

88% of the respondents believed they'd seen positive outcomes from joining NCG youth activities. These include improving their English, learning new things, making friends, feeling less alone, and feeling happier. And 92% reported being part of NCG's Youth Club improved their overall well-being.



*"We expect more activities and trips during the summer, and it would be better if the activities were on the weekends and not during school days"*

*"A massive thanks for everything you guys are doing for us refugees!"*

*"I've learned a lot which helped me to overcome barriers such as depression, mental health issues and English language"*

Volunteering at NCG has helped me build up my confidence

## Volunteering Programme

Volunteers are invaluable resources who contribute enormously to every service run at NCG. They hail from all walks of life and backgrounds and bring a wealth of expertise and experiences. We were fortunate to have 116 volunteers who work side by side with the organisation and provide practical help that made a big difference in the lives of the vulnerable clients we serve. Our volunteers were involved in supporting various activities including Advice, ESOL, Mother and Toddler Group, Advocacy, Women's Group, Peer Support/Befriending, Youth group, Gardening, Counselling, Mentoring, Evaluation of services, Office Administration, Interpreting, Homework Club, Job Club, and more.

We are proud to say that during the past year, 11 of our volunteers managed to get into paid employment.

We evaluated the impact of volunteering experience at NCG on an individual's career. A survey (Annex 10) was distributed amongst volunteers, in particular the ones who joined us during 21-22.

More than 90% of our volunteers find the experience of volunteering at NCG useful in their future careers and feel they have gained confidence in the UK working environment.

## Volunteers Satisfaction Survey

In order to assess the level of satisfaction of volunteers supporting NCG, 34 were randomly picked and asked to complete an anonymous survey (Annex 11).

The participants were also asked about the level of satisfaction on administration and management side.

All volunteers reported that they feel comfortable approaching NCG's staff if they need support, 83% were satisfied with the training provided by NCG and 87% of them reported that they regularly received adequate feedback from their department managers which helped them to understand the strength and weaknesses.

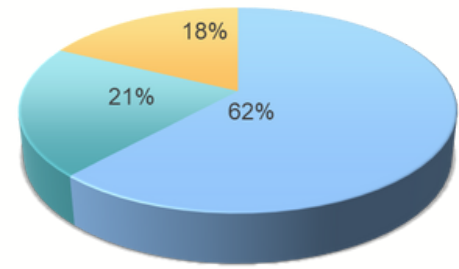
Participants were also asked about their main reason/motivation to work as a volunteer at NCG, 68% felt they would like to utilise their existing skills, 65% wished to develop new skills, 47 %'s main reason was to socialise and meet new people, 82% found this an opportunity to contribute to the community, 29% wished to improve their employment prospects and 71% wished to do something useful.



'NCG is a friendly, helpful and an inspiring environment'



HOW WOULD YOU RATE YOUR OVERALL VOLUNTEER EXPERIENCE AT NCG?



■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Bad

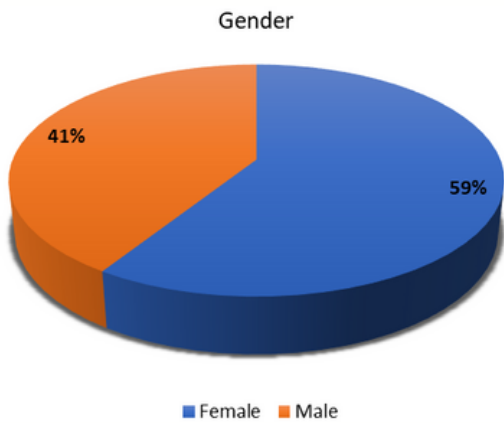
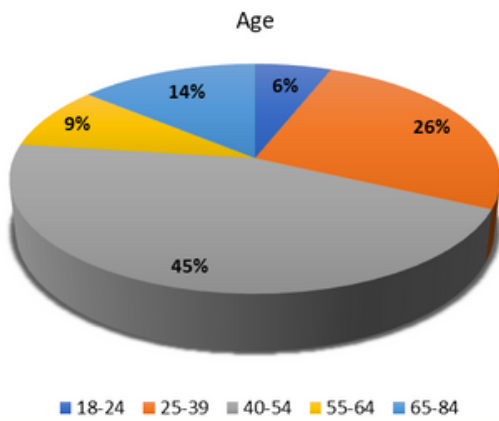
Interviewees also were asked about their strong reasons to work as a volunteer at NCG:

1. Using existing skills: **68%**
2. Developing new skills: **65%**
3. Meeting new people: **47%**
4. Contributing to the community: **82%**
5. Improving their employment prospects: **29%**
6. Doing something useful: **71%**

In the last section of the survey, volunteers revealed that they feel totally comfortable talking to the staff in case they need support; 83% of volunteers are satisfied with their training provided by NCG; at last, 87% of them declared that they regularly received adequate feedback from their department manager which helped them to be aware of their strengths and work on their weak points.

## Educational/Wellbeing Workshops

During 2021 - 22 we delivered a series of different workshops to support the integration and well-being of our clients.



“  
When I attend NCG's workshops, I feel very good and I forgot my troubles. I am so happy that I can come here (NCG) and through my negative energies away.”

“  
Spending time at NCG, help me a lot through learning some useful things and also creating good moments.”



## Gardening Project

From April to October 2021, we offered 58 gardening sessions as well as a series of well-being workshops delivered in the garden. We measured the impact of this activity on participants by asking them to complete a form before their first intervention and after 8 sessions (Annex 9). The evaluation shows the total average positive impact on all participants and confirms a significant improvement from 3 before to 9 after the gardening intervention. Feedback from clients who took part in various workshops conducted in the garden shows that in virtually every category their participation had had a positive effect on their well-being, for example, 100% of respondents identified that they were, either 'all of the time or 'often', feeling relaxed, interested in other people, good about themselves, confident, interested in doing new things, cheerful, able to manage their stress and sleeping well, 91% reported that either 'all of the time or 'often' they felt close to other people and loved, 82% reported that either 'all of the time or 'often' they had been thinking clearly and had the energy to spare, 73% described being able to use their gardening skills and 27% felt they had increased their knowledge of nutrition.



Average before and after gardening intervention

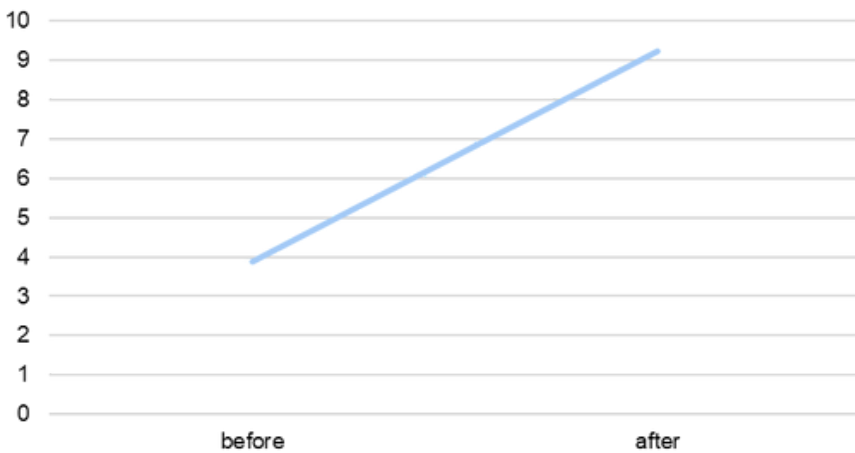




# Women's Group

During 2021- 22, over 100 women actively participated in NCG Women's weekly Group's activities and workshops. We randomly selected 25 of them from the register and conducted a survey (Annex 12) to evaluate their experience joining this group and its impact on their well-being. Participants are from all age groups:

15-39: 16% , 40-54: 48% , 55-64: 12% , 65-84: 24%

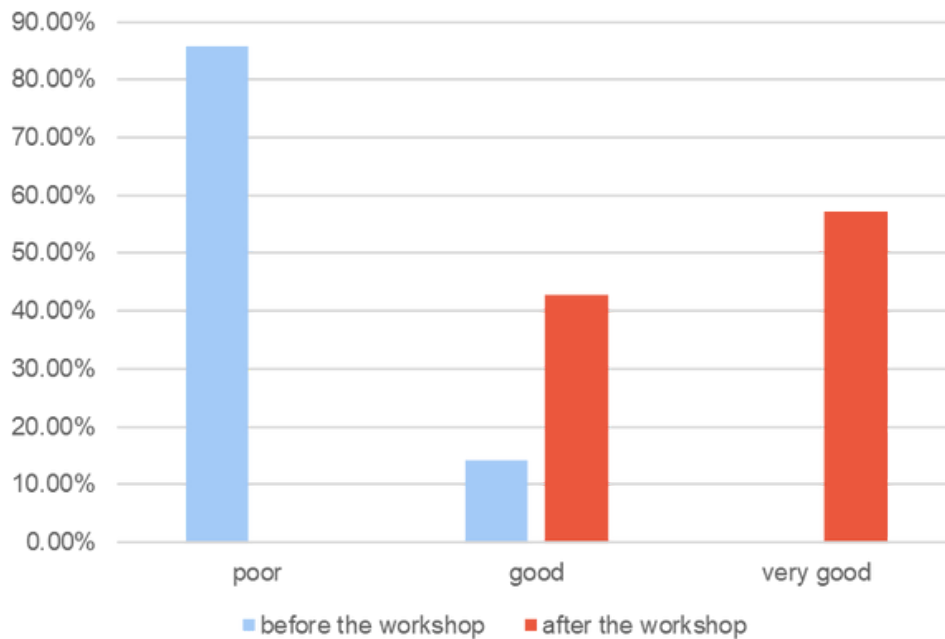


We measured scores provided by participants before they started with the group and after 6 months participation in different activities. The evaluation shows the average impact on all participants wellbeing and confirms a significant improvement as 4 before to 9. after their participations.



## Asylum System in the UK

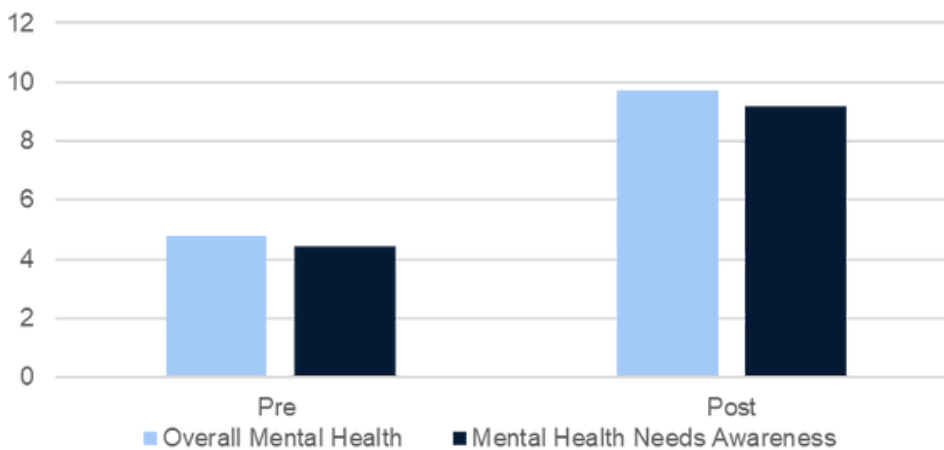
We held an online workshop to raise awareness and the knowledge of our volunteers and also some members of external organisations about the asylum system in the UK. The chart below demonstrates the level of participants' knowledge about this topic before and after the workshop.



## Residential Retreat

As part of our Emotional Support Project, NCG held another successful residential retreat in September 2021 at Bore Place Farm in Kent. This historic, peaceful venue set in 500 acres of beautiful green landscape offered 24 of our clients the opportunity to take time out from daily life for reflection, to connect with nature, take part in a range of complementary activities, including mindfulness, have nature, dance and song sessions, art & craft workshops, and a nature walk, as well as cookery sessions run by a qualified volunteer chef.

Mental Health Impact

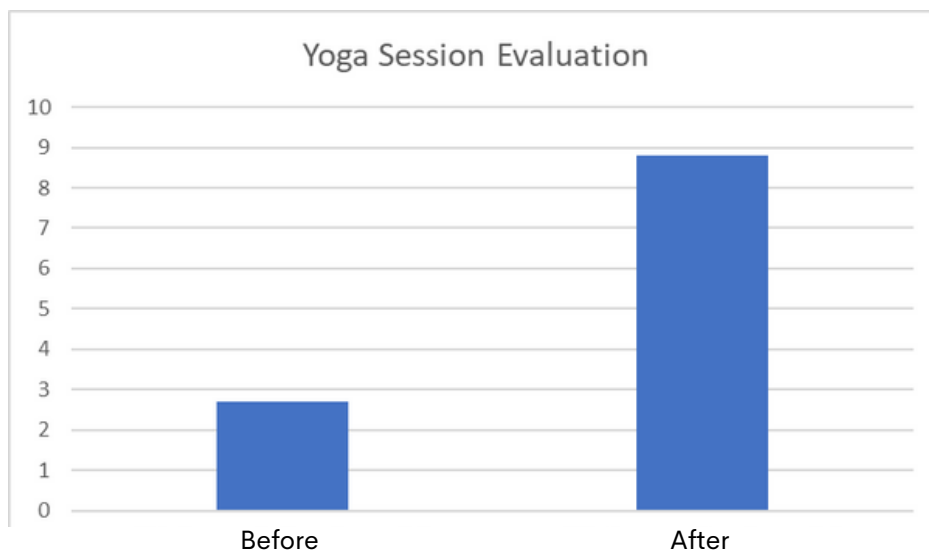


The combination of a variety of activities proved to have had a major impact on individual participants, as demonstrated by their feedback comments.

Based on the outcomes extracted from the Retreat Evaluation Form (Annex 13), the average impact on all participants' overall mental well-being confirms a significant improvement from 5 before to 9 after their participation and the scores on Mental health needs awareness to confirm improvement from 4.5 to 8.5.

# Yoga Sessions

During 2021-22, 18 yoga sessions were delivered to an average of 12 participants each. The purpose of these sessions was to help improve people's physical and mental health and also to create a safe space so that they can know their feelings and measure the level of peace within themselves. For this reason, we asked our clients three questions before and after doing yoga to see how effective this exercise was for them. (Annex 14) The evaluation shows the total average positive impact on all participants and confirms a significant improvement from 2.5 before to 8.8 after this intervention.

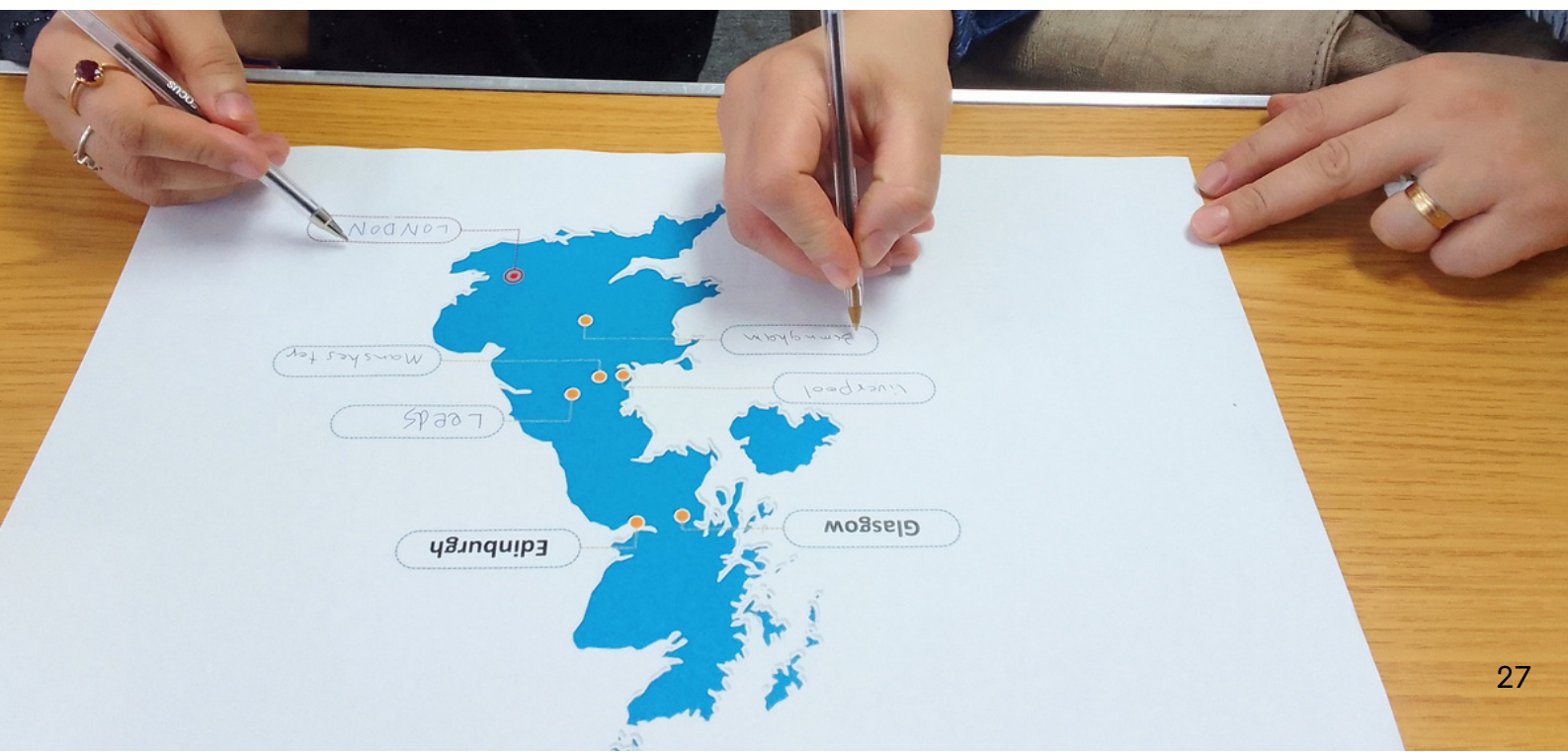
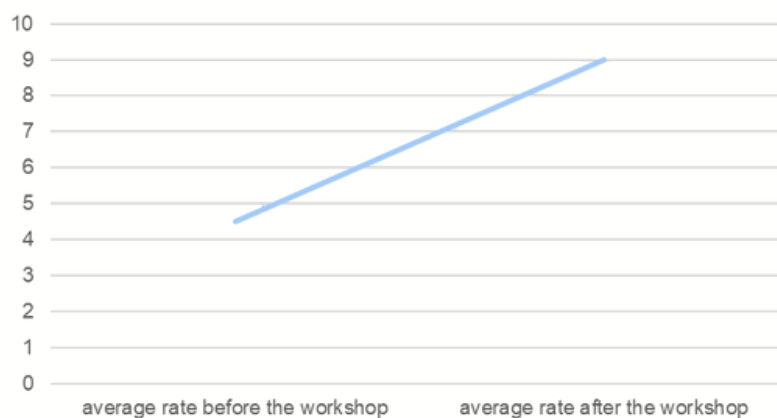


## Citizenship Workshops

In addition to the many challenges facing refugees and asylum seekers upon arriving in a new country, they are also confronted with a completely new culture and system. Through our JTI project, we deliver regular Citizenship workshops to increase the knowledge and understanding of our clients about the UK and its values, so they can contribute fully to British life.

During 2021/2022, NCG managed to run 6 citizenship workshops for 95 refugees. It covered the topics of British values, mutual respect and tolerance of those with different faiths, Introduction to the UK, Education, the NHS, and the banking system.

The evaluation shows the average impact on the knowledge and understanding of British culture and customs and confirms a significant improvement as 4.5 before to 9 after their participation



## Case Study 1

Ms. SA was referred to us to get help with her settlement process when she received a positive decision on her asylum application.

When we met her, she lived with a friend, had severe depression, due to being separated from her children and husband, and was suffering from mobility problems.

She also had limited the English language and no financial support or knowledge of the UK welfare system.

We started by assessing her case and helping her to regain her confidence in preparation for an independent life in the UK. We, therefore, helped her to apply for Universal Credit, which provided some financial security for her. We then helped her to apply for the Home Office Integration Loan, which enabled her to pay for her rent- deposit for a small and independent home. We also advised her to contact an immigration solicitor to help her with the Family Reunion application, which enabled her to reunite with her family. We consequently extended our support to her family who later joined her.

## Case Study 2

Mrs. R arrived in the UK from Europe, as an Asylum Seeker, and came to our outreach appointments to seek help. She appeared traumatised and could not speak, in the beginning, and it took her some time to trust our service and to speak about her suffering, as a survivor of domestic abuse.

She was soon assessed by an adviser and referred to a specialist mental health support service. She was also referred to our counselling service at NCG and our Jasmin Women's Group. The Women's Group particularly, helped her to get to know other women and provided her with a space to share her experiences and sufferings, with other women.

She gradually felt the need and the confidence to improve her language skills and to attend ESOL classes.

The client was also referred to the Home Office Navigator Project to get an assessment of her current H.O. situation, as she has been waiting for a decision for a while.

With time, Mrs. R has been able to express her appreciation for the outreach service that she has been receiving and the fact that she has been listened to and cared for.



She is now happy to be part of a group which was very difficult for her, at the beginning. However, with the right support and the time given, she has even been able to join our IAPT mental health workshops and continue to attend the services she has been referred to.

### Case Study 3

Mrs. N. arrived as an Asylum Seeker from the Middle East, along with 4 children aged between 3-15. She contacted our Advice Line to get help for her family and the disabled husband.

The duty Adviser, through the help of an interpreter, assessed the needs of the family and helped them with their basic essentials. Soon after, they were granted refugee status, which meant they needed help during the 28-day period to settle into their new life.

The client was assisted to apply for Universal Credit for the family and also to get temporary accommodation, through the local council, as they had to leave the Home Office provided accommodation within the given period. They were all helped to register with their local GP, the school-aged children were helped to register at a local school, and also to join NCG's Youth Club and the Tuition Club, which also helped them with Maths and English.

Mrs. N was then registered in our ESOL classes and was also referred to our Women's Group, which she decided to join at a later time.

Lately, the family, with the help of our Advice Team, has been offered suitable permanent accommodation in their area and the husband has started receiving appropriate care and treatment for his disability.



A vulnerable client who was newly granted refugee status approached us to seek help and advice. She had limited English, did not have any knowledge of the UK welfare system, was staying with a friend, and did not receive any financial support. She was suffering from severe depression and anxiety and she had mobility issues.

To help her to stand on her feet financially, we applied for Universal Credit. Consequently, due to her unfitness to work, she was accepted.

By applying for the Home Office integration loan (£500), we took the next step to support her with deposit payment for renting an independent place

She reunited with her family around five months later after we made the arrangements to contact an immigration solicitor who advised her how to go through the required process.

Due to the client's health condition, we also applied for her Personal Independent Payment (PIP) which has a drastic impact on the client's quality of life.

All these procedures like connecting to the welfare system, applying for NINO, Child Benefit, etc. are very complex and time-consuming procedures for the clients, specifically for refugees with vulnerability, traumatic experiences, and health issues.

In the meantime, we provided her hardship fund every two weeks until she received her first financial support for the family after six weeks.

The client's husband was interested to improve his English which was facilitated by registering him with NCG ESOL classes.

Last but not least was registering the client's daughter with the college through an online process.

## Case Study 5

Selema\* and her mother fled from Nigeria and claimed asylum in London in 2020 after experiencing gender-based persecution. Selema was in her late teens at the time. In Nigeria, She attended university and dreamed of becoming a nurse. However, her studies were interrupted throughout the displacement and resettlement process. During their first year in the UK, Selema and her mom lived in an asylum-seeker hotel. Selema's mental health declined significantly as she could not work or register for college and was living in destitution as an asylum seeker.

The COVID-19 lockdown further exacerbated this decline. Through the NCG outreach team at the hotel, Selema and her mother registered with us, and we supported them in their asylum claim. Selema then started volunteering daily with our food bank. She said that volunteering provided her with some routine, purpose, and the opportunity to build relationships with others. Selema also said this helped her gain the confidence to apply for university in the UK. Selema enjoyed participating in activities such as rock climbing and attending movie premieres

She also enjoyed joining us on outings to explore new places across London. Selema's confidence increased and she developed connections and attachments with other young people and staff and started to feel a sense of belonging.

However, in the spring of 2021, Selema received some bad news. Despite being offered a place at university, she missed the deadlines to apply for scholarships.

In the summer of 2020, Selema was referred internally to our youth program. She participated in outings, youth club, and girls club sessions. At first, she was shy, but gradually, she started to make friends with other girls. Selema expressed how taking part in the youth activities provided her with so much joy and happiness and offered much-needed respite from the stress of the asylum process.

CON...

As an asylum seeker, she was expected to pay international fees and had no means of covering her living expenses. Selema's mental health declined; she lost hope that she would be able to re-enter education and exhibited suicidal behaviors. Building off the strong relationships that the youth and outreach team have developed with Selema, we developed a cross-coordinated response. We connected Selema with mental health support, offered individual and psycho-social support, and worked with her to develop solutions. Eventually, the team then worked together to find Selema a Level 3 midwifery and nursing course and help her register. The Youth Team was then able to provide Selema with a new laptop to support her in her course.

Selema has since flourished and is on track to receive a distinction. More recently, in 2022, the youth and advice team then supported Selema again in reapplying to study nursing at university and in researching/ applying for scholarships. We were able to connect Selema with past scholarship winners and assist her in writing her applications. Selema is optimistic about her future and meeting her goal of finally becoming a nurse.



Madi, a female professional and resident in the UK, was matched with a male refugee who recently got his status and was living in HO accommodation. He had received his eviction letter and was asked to evict his accommodation in an extremely short period of time. He was confused and not quite familiar with the city and how to find accommodation. He was on the verge of homelessness. Madi stepped at nothing to help prevent her mentee from becoming homeless.

She called and sent emails to all involved from temporary accommodation providers to contacts at the homelessness prevention scheme at the local authority where he had applied for housing. Madi even tweeted the council for urgency to get their attention to his case. She was successful in preventing her mentee from becoming homeless, and he was eventually placed in suitable accommodation. She was then able to make her mentee understand his legal rights at work. The fact that improved his understanding of the UK labour market, and he was, therefore, able to better secure a job. She was also able to help him apply for a driving license and pass his driving test.

Unfortunately, Mo still had very low morale, as he worried so much about his wife and two children and how to apply for a family reunion application to bring them over to the UK. Madi helped him by seeking various types of support through many organisations to process the application and fund the travel tickets for the family into the UK. She also helped him acquire funding to secure transportation from the airport for the family. The family along with the mentee found themselves yet one more time facing an accommodation crisis.

Again, Madi made sure they received temporary emergency accommodation to prevent them from homelessness and helped them submit a successful application to the council for housing. Madi spent more than her required number of sessions to make sure her mentee was well integrated. Her mentoring relationship took place over 10 months, during which she supported a constantly worried stranger in integrating, and she helped improve his emotional well-being by helping him to bring his family closer to him. Indeed, the first thing she did when she received a picture from Mo with his family at the airport upon their arrival in the UK was to send it immediately in a Whatsapp message to the mentoring coordinator with no comments, except for the many thanks Mo wanted to convey to whole NCG team.

## Annex 1: NCG Customer Satisfaction Survey

Date: / /      Male / Female      Nationality      Asylum Seeker / Refugee  
 Age: Youth (Less than 21yrs)    Adult (21 - 64yrs)    Adult (65yrs or over)

Please Tick the number of activities/groups you have attended:

Advice and Guidance	Gardening/ Allotment
Legal Advice	Yoga
Counselling Service	Mindfulness Workshop
ESOL	Health Access Workshop
Emergency Food Support	Health Promotion Workshop
Youth Activities	Citizenship Workshop
Homework Club	Retreat
Women's Group	Volunteering
Mum's and Toddler's	Mentoring
Art/ Group Therapy	Outreach Support (Hotels)
Others	

1 How easy was it for you to access our services? (A: Best D: Worst)

A:      B:      C:      D:

2 Were you satisfied with what we did for you?

A:      B:      C:      D:

3 Do you think using our services improved your overall wellbeing?

A:      B:      C:      D:

4 Will you recommend us to your family and friends?

A:      B:      C:      D:

5. After using our service, do you feel more confident in dealing with your issues more independently?

A:      B:      C:      D:

Do you have any further comments or suggestions that may help us to improve our level of service?

## Annex 2: Advice Team Satisfaction Survey

Date: //      Male / Female      Nationality      Asylum Seeker / Refugee  
Age: Youth (Less than 21yrs)    Adult (21 - 64yrs)    Adult (65yrs or over)

1. Which Service did we help you with?

- Welfare Benefit- UC     Housing/ Homelessness     Council Tax  
 Disability related benefit     School registration     Other\_\_\_\_\_

Please take the time to respond to the following questions (1: Worst, 5: Best).  
Thank you.

2. How easy was it for you to access our service?

1    2    3    4    5

3. Do you feel your enquiry has been dealt with?

1    2    3    4    5

4. Did you feel you had the support and understanding of the adviser?

1    2    3    4    5

5. Did your problem get resolved by our intervention?

1    2    3    4    5

6. After using our service, do you feel more confident in dealing with your issues more independently?

1    2    3    4    5

7. Comments:

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## Annex 3: NCG Mentoring Evaluation Form

Name (optional)                      Date                      Gender                      Age                      Education

1. List by importance from 1 to 5. (When you first approached NCG for mentoring, what was your first, second, third, fourth, and fifth priority that you sought to improve?)

Self-confidence/emotional wellbeing

Work/study

Language/culture

Social bonds

Knowledge of welfare benefits/rights

2. BEFORE you met your mentor how did you rate...? (tick the relevant box under number for each below)

1 = Very bad

10 = Very Good

	1	2	3	4	5	6	7	8	9	10	Not of interest
Self-confidence/emotional wellbeing											
Explain											
Work/study (depending on your target please rate based on if you have improved your job prospects/applied or got admitted to Uni)											
Explain											
Social bonds (have you met new friends/acquaintances/work mates)											
Explain											
Language/culture											
Explain											
Knowledge of welfare benefits/rights											
Explain											

3. AFTER you met your mentor how did you rate...? (tick the relevant box under number for each below)

1 = Very bad

10 = Very Good

	1	2	3	4	5	6	7	8	9	10	Not of interest
Self-confidence/emotional wellbeing											
Explain											
Work/study (depending on your target please rate based on if you have improved your job prospects/applied or got admitted to Uni)											
Explain											
Social bonds (have you met new friends/acquaintances/work mates)											
Explain											
Language/culture											
Explain											
Knowledge of welfare benefits/rights											
Explain											

4. Please add any comments to describe your experience if desired:

5. Please answer the following questions about the mentoring process:

- Were you satisfied with the level of communication with NCG?
- Do you think the number of sessions was sufficient?
- Was the duration of each session sufficient?
- Were you satisfied with your mentor's background and knowledge?
- Do you think your mentor was dedicated and sincere in offering their support?
- What was the best aspect of your mentoring sessions?
- What would you improve in your mentoring?



## Annex 4: The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)

Scoring method:

WEMWBS is very simple to score. The total score is obtained by summing the score for each of the 14 items. The latter ranges from 1 – 5 and the total score from 14-70.

0-32 points: The well-being score is very low

32-40 points: The well-being score is below average

40-59 points: The well-being score is average

59-70 points: The wellbeing score is above average

STATEMENTS	NONE OF THE TIME	RARELY	SOME OF THE TIME	OFTEN	ALL OF THE TIME
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

## Annex 5: Counselling Satisfaction Survey

1. How easy was it for you to access our services?

Very happy                      Happy                      Moderately happy                      Unhappy

2. Were you satisfied with what we did for you?

Very happy                      Happy                      Moderately happy                      Unhappy

3. Do you think using our Counselling Service improved your overall wellbeing?

Very happy                      Happy                      Moderately happy                      Unhappy

4. Will you recommend us to your friends and family?

Very happy                      Happy                      Moderately happy                      Unhappy

5. After using our services do you feel more confident in dealing with your issues more independently?

Very happy                      Happy                      Moderately happy                      Unhappy

Comments:

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## Annex 6: IAPT Survey

1. The workshop objectives were described clearly?

Strongly agree      Agree      Neutral      Disagree      Strongly disagree

2. The workshop was well organised?

Strongly agree      Agree      Neutral      Disagree      Strongly disagree

3. The facilitator was knowledgeable, and the information provided were relevant.

Strongly agree      Agree      Neutral      Disagree      Strongly disagree

4. The workshop increased my knowledge about the topic.

Strongly agree      Agree      Neutral      Disagree      Strongly disagree

5. The workshop helped me how to manage my mental health issues.

Strongly agree      Agree      Neutral      Disagree      Strongly disagree

6. Is there anything that you felt was missing and that you would like to add in the programme?

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## Annex 7: ESOL Classes Satisfaction Survey

1. Which class did you attend?
2. Compared to before taking the class, do you think the class helped improve your English?

	Yes	Sometimes	No	I don't know
Speaking				
Listening				
Reading				
Writing				
Grammar				
Vocabulary / New words and phrases				
Spelling				

3. How did you feel about the class level? (Choose one answer)  
Too easy                      Just right                      Too difficult                      I'm not sure
4. Did you have problems learning English on Zoom?  
Yes                                      No
5. For further classes which kind of lesson do you prefer? (Choose one answer)  
Zoom/Online                      In-person/Face to face                      I don't mind/I'm ok with both
6. What did you enjoy in the class?
7. How can the teacher help you learn more?
8. Do you want to say anything to your teacher?
9. You can go to your English lesson and join one of the conversation cafes and practice more English. Did you know that?  
Yes. I did. I know I can join both                      No. I didn't know that
10. You can leave your name here if you want.

## Annex 8: Youth Satisfaction Survey

1. Are you: Male/Female

2. How old are you? 12-15 / 15-17 / 18-21 / 21+

3. Which borough do you live in?

Barnet/ Harrow / Brent / Hillington-Uxbridge / Ealing / Camden / Kensington & Chelsea / Islington / Westminster / Hammersmith & Fulham / Enfield /Other

4. Are you enrolled in school or college? Yes / No

5. Which days do you attend college?

6. Do you follow our Instagram page @ncg\_youthgroup? Yes/no

7. Which NCG youth Activities have you been involved in?

Youth Club / Football club / ESOL / Girls Club / Action Club / Outings & trips

8. What do you think about the NCG Youth Activities that you have joined? They are fun, I have a great time! / I made new friends; I feel less alone / I felt happier after joining the activities / I learned new things / I improved my English / I did not enjoy it / I expected more activities

9. Is there something you do not like about the NCG Youth activities?

10. How would you rate the NCG Youth Activities?

disappointing    ok    good    very good    excellent

11. How have you found the venues used for NCG Youth Activities?

disappointing    ok    good    very good    excellent

12. How have you found communication with the NCG Youth Team? (Alicia, Maryam, Robyn, Nida) 1- disappointing / 2-ok / 3 - good / 4-very good / 5 - excellent

## Annex 9: NCG Gardening Project Impact Measurement

Questions	Before Intervention	After Intervention
1. There is somebody I can talk to when I feel low(1-10)		
2. I have met many new people from different parts of the world (1-10)		
3. I can share my culture with other people (1-10)		
4. I manage to spend quality time outdoors (1-10)		
5. I have the chance to exercise to improve my physical health (1-10)		

## Annex 10: Volunteers Evaluation Form

Below are some statements about your feelings and thoughts.  
Please tick the box that best describes your experience of the Women's Group.

Name: \_\_\_\_\_ Age: 18-24 25-39 40-54 55-64 65-84

Questions	1	2	3	4	5	6	7	8	9	10
Do you think you gained experience at NCG that might be helpful in order for you to get a paid job?										
Did your volunteering experience at NCG help you to gain confidence in the UK work environment?										

1 = No, not at all  
10 = Yes, definitely

Comments:

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## Annex II: Volunteers Satisfaction Survey

Q1. In what ways do you enjoy/benefit from volunteering at NCG?

Improving well-being	
Meeting new friends	
Improving communication skills	
Learning new skills which are useful to find employment	
Improving self-confidence	
Feeling valued by the community	
Being able to use my skills to support vulnerable people	
Working with divers people	
Being aware of issues that refugees and asylum seekers have	



## Annex 12: Women's Group Evaluation Form

Statement	Score from 1-10
1. There is somebody I can talk when I feel low	
2. I have met many new people from different parts of the world	
3. I can share my culture with other people	
4. I am interested in new things and feel energetic	

**Comments:**

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## Annex 13: Retreatment evaluation form

Questions:	Answers (1-10)
1. How would you rate your experience in this event?	
2. How would you rate the quality of workshops and activities during the retreat?	
3. How would you rate the proficiency of the trainers?	
4. How much do you rate the venue?	

## Annex 14: Yoga Session Evaluation Form

Questions	Answer (before the workshop)	Answer (after the workshop)
1. How calm do you feel? (1-10)		
2. How positive do you feel? (1-10)		
3. How relaxed are your muscles?(1-10)		