



**NCG ANNUAL
EVALUATION
REPORT
2022 - 2023**

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Introduction

Welcome to New Citizens' Gateway, a registered independent charity known as Barnet Refugee Service (Reg: 1107965). Since 2005, we have been working with individuals and agencies to improve the lives of refugees and asylum seekers in London and beyond. Our mission is to promote their physical, social, and mental well-being, reduce health inequalities, social exclusion, and poverty, and help them integrate positively into their new communities. We have a wealth of experience in providing services in a safe and friendly

environment, making us well-suited to meet the unique needs of refugees and asylum seekers. Through regular monitoring, evaluation, and years of experience, we understand their challenges and strive to support them effectively. In the past year alone, through a range of activities under our holistic model of support, we had over 4,500 participants in NCG activities and services, making a meaningful impact on their lives and fostering a sense of hope and belonging.

This model, based on research and an integrated approach, aims to develop positive mental health, enhance community cohesion, facilitate integration, and improve the life chances of vulnerable refugees and asylum seekers living in London, particularly in areas like Barnet, Brent, Harrow, Camden, Islington, and Hackney.

Our services encompass a wide range of support, including advice and information, mentoring, volunteering opportunities, ESOL provision (we are a registered centre for Trinity College ESOL Skills for Life exams), a dedicated Women's Group, peer support, one-to-one and group therapy, a Homework Club, Youth Club, Youth Psychosocial Activities, sports activities, a Mothers' and Toddlers' Group, gardening and ecotherapy, educational workshops, and more.

At New Citizens' Gateway, we are committed to making a positive difference in the lives of refugees and asylum seekers, empowering them to build brighter futures for themselves and their families.

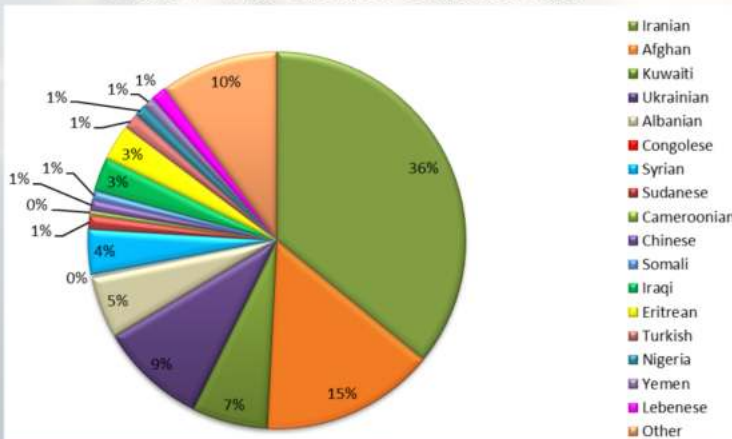
About Our Clients

Refugees and asylum seekers in the UK are among the most marginalised and vulnerable members of society. When they arrive, they often possess very few resources, and due to their asylum status, they are unable to access employment opportunities, leaving them in dire financial circumstances. Many find themselves living in extreme poverty, struggling to make ends meet. The hardships they face are not just economic; they carry the weight of profound mental health challenges. Trauma from their experiences in their home countries, which may include war, torture, and rape, leaves deep scars. Additionally, the dislocation and arduous journey to the UK, coupled with the difficulties of starting anew in an unfamiliar land, take a toll on their mental well-being. Sadly, these struggles affect a significant number of our

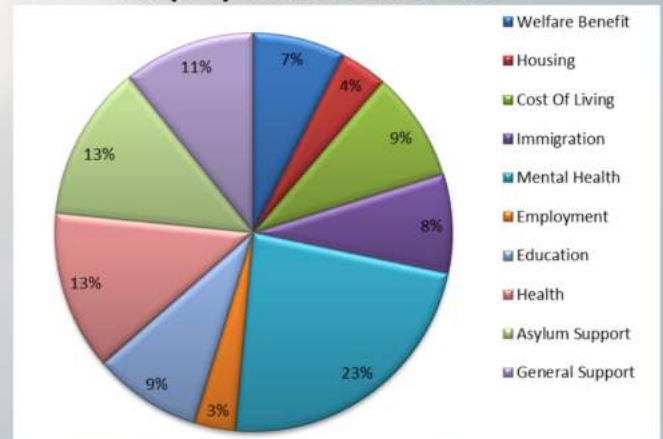
clients, including young refugees and women, leading to issues such as Post Traumatic Stress Disorder (PTSD). To better understand the needs of our clients and provide targeted support, we directly engage with them through various channels. We carefully monitor the types of inquiries we receive, conduct surveys, and perform needs analysis in different settings. This approach has led to the establishment and successful implementation of our Holistic Model of Support. Through our research and experiences, it has become evident that the majority of our clients grapple with mental health problems, some of which can be severe and accompanied by complex health needs. Unfortunately, accessing appropriate healthcare is a challenge for them, exacerbating their difficulties.

At New Citizens' Gateway, we firmly believe that a holistic and person-centred approach is vital in providing comprehensive care for these vulnerable individuals. We recognise the importance of addressing not only their immediate needs but also their mental and emotional well-being. By tailoring our support to each individual's unique circumstances, we strive to foster resilience and help them adapt to their new lives in the UK. Empathy and understanding are at the core of our efforts as we work tirelessly to empower refugees and asylum seekers to reclaim their lives and find hope in their journey toward healing and integration.

Where Our Clients Come From?



Enquiry Areas 2022-2023



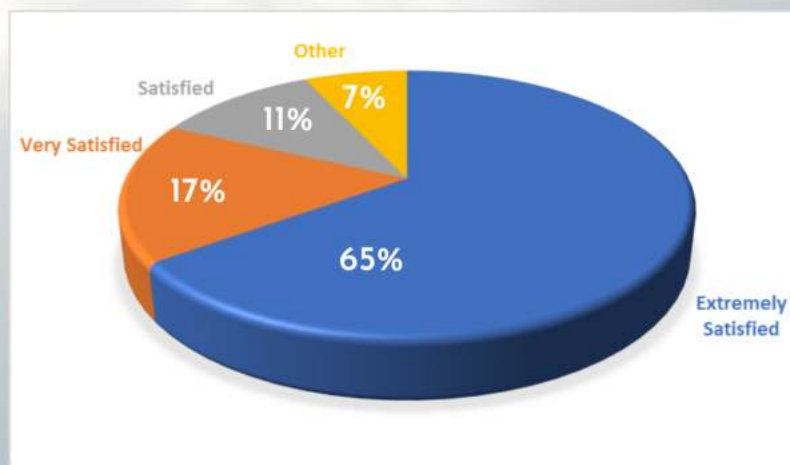
Monitoring, Evaluation and Impact Measurement

At New Citizens' Gateway, we prioritise the effectiveness of our projects and the impact of our services. To achieve this, we have a comprehensive system for monitoring, evaluation, and impact measurement. Each project has an internal evaluation framework with specific aims, outcomes, and indicators, guiding us towards our goals. We closely track our progress through monitoring plans that set monthly and yearly targets aligned with our funders' reporting requirements. Regularly reviewing outcome indicators allows us to record and analyse the progress made by our clients. To measure outcomes, we use both quantitative and qualitative methods quantitative data is collected

through our AdvicePro database and an annual client questionnaire. For a deeper understanding, we conduct individual interviews, case studies, focus groups, and peer-led evaluations, capturing personal experiences and perspectives. We also use validated participant questionnaires like PHQ9, GAD7, and Warwick Edinburgh Mental Well-being Scale to assess mental health outcomes accurately. By combining quantitative and qualitative data, we gain a comprehensive view of our impact, empowering us to continuously improve and better meet the evolving needs of our clients. Transparency and accountability remain at the heart of our commitment to making a tangible difference in the lives of refugees and asylum seekers in London and beyond.

Clients' Satisfaction Survey 2022-2023

The evaluation results indicate a high level of satisfaction among the participants. A remarkable 65% of the respondents expressed being extremely satisfied with the services they received, highlighting the positive impact our services had on their lives. Furthermore, 17% of the participants reported feeling very satisfied, while an additional 11% expressed general satisfaction with our services. The remaining 7% gave us scores lower than 7 out of 10 or below.



During the period of 2022-23, NCG had the opportunity to serve and assist a substantial number of individuals, with over 4500 participation in our various services. Our dedicated advice team successfully managed to address a significant volume of 21500 enquiries to over 3000 clients, with a specific focus on providing advice to 691 new clients. In addition to our advice services, our outreach

team made a notable impact by establishing a presence in three prominent hotels in Barnet. This outreach effort resulted in over 3500 visits from the clients, with an impressive number of 7300 enquiries being received from individuals seeking our guidance and support. To assess the effectiveness and quality of our services, the Advice Team took the initiative to design a comprehensive questionnaire.

This questionnaire consisted of six carefully crafted questions (Annex 1), aimed at evaluating the type of services provided to clients, the accessibility and readiness of our team to offer support, their helpfulness and understanding of client's unique situations, and how the outcomes of our services influenced clients' confidence in their ability to support themselves in the future.

To gather data for the evaluation, from the pool of 691 new clients, we randomly selected 200. A team of volunteer interviewers then reached out to these individuals, resulting in 165 participants who responded and actively participated in the evaluation process.

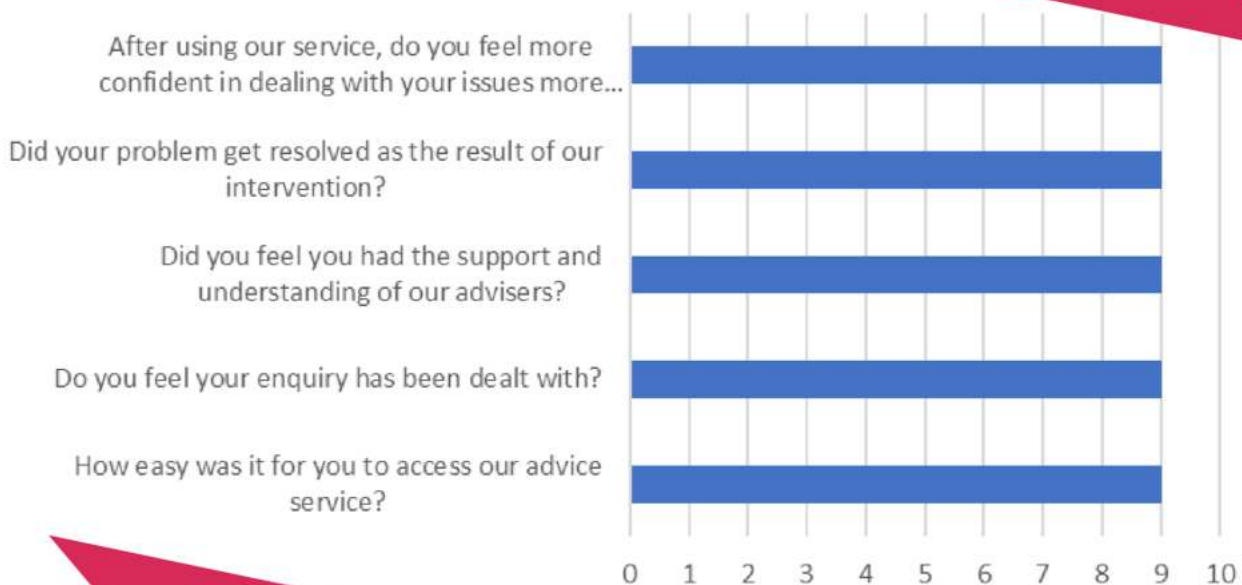


Although the average satisfaction score was 9, it is important to acknowledge that 7% of the respondents provided scores lower than 7 out of 10 or below, indicating a lower level of satisfaction. We value this feedback as it provides us with valuable insights into areas where improvements can be made to enhance our services and meet the diverse needs of our clients. Overall, the evaluation of our Advice & Outreach Services at NCG during the 2022-23 period demonstrates a significant

level of client satisfaction. The positive feedback from a majority of the participants reinforces our commitment to delivering high-quality support and assistance to individuals seeking our guidance. We recognise the importance of continually striving for improvement and will utilise the feedback from the evaluation to further enhance our services and ensure an even better experience for our clients in the future.

"NCG helped me a lot to have a clear vision about my situation".

The Average Rate of Satisfaction



"Helpful classes, patient teachers, supportive advisers".

Throughout the period of 2022-23, our Counselling Team, comprised of 22 skilled bilingual counsellors, consisting of both experienced professionals and trainees. They provided culturally sensitive counselling and psychological assistance to clients in their respective native languages. This inclusive approach ensured that counselling services were made available in a diverse range of languages, including Arabic, Farsi, Pashto, Dari, French, Albanian, Italian, Turkish, Somali, Swahili, Bengali, Gujarati, Hindi, Punjabi, Ukrainian, and Urdu.

"Counselling helped me regain my faith in people".

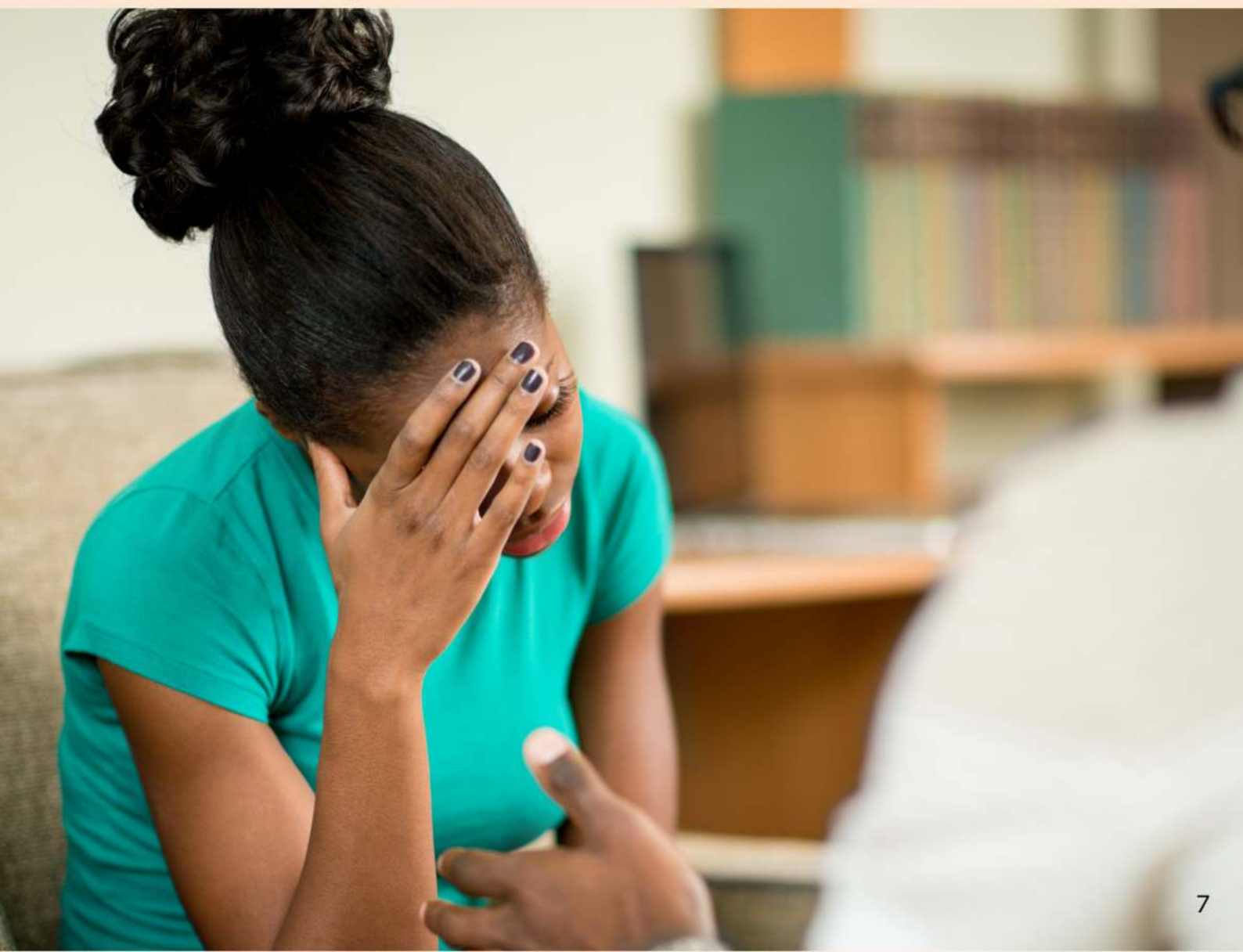
The bilingual counselling service received a total of 516 referrals for individual psychological support during the 2022-23 period. Out of these referrals, 53 were funded under IAPT one-to-one counselling. The sources of referrals were as follows: 42% from NHS IAPT Services, 35% from other organisations (including NCG), 12% from GPs, 6% from Social Prescribers, and 5% were self-referrals. During this period, the counselling service provided approximately 2868 bilingual counselling sessions to 239 clients who completed their course of treatment. The completion rate for these clients was 80%, meaning that 63 clients (20%) did not finish their course of treatment.



This is lower than the national rate of 40% for DNA or non-completion. Among the remaining 214 individuals referred to us, 15 clients were deemed unsuitable for brief counselling, while 122 did not take up the counselling offer for various reasons. Some of these reasons include clients no longer requiring counselling, unresponsiveness to our attempts at contact, and instances where clients were dispersed by actions of the Home Office. As of the end of March 2023, 77 clients were either waiting to start the treatment or actively engaged in counselling, yet their incomplete

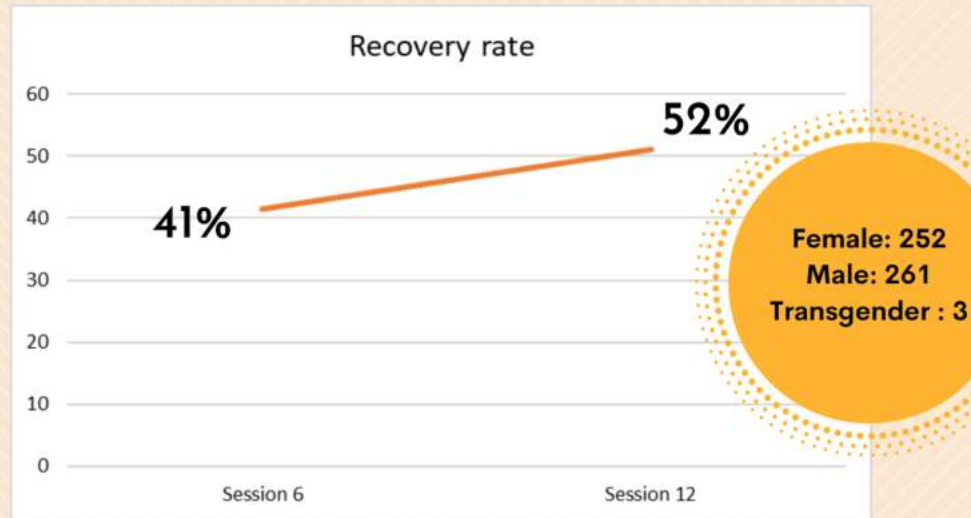
treatment statuses precluded their inclusion in the scope of this evaluation.

The counselling service used the national IAPT's recovery measurement to assess the outcomes. The Patient Health Questionnaire (PHQ-9) (Annex2) and the Generalised Anxiety Disorder (GAD-7) (Annex 3) were used to evaluate the effectiveness of the clinical work. These measures were taken three times during the counselling contract: at the time of assessment, halfway through, and at the end of treatment.



After completing 12 sessions of counselling, the data collected from the PHQ-9 (Annex 2) and GAD-7 (Annex 3) measures showed a significant improvement in the client's mental health and well-being, with a recovery rate of 52%.

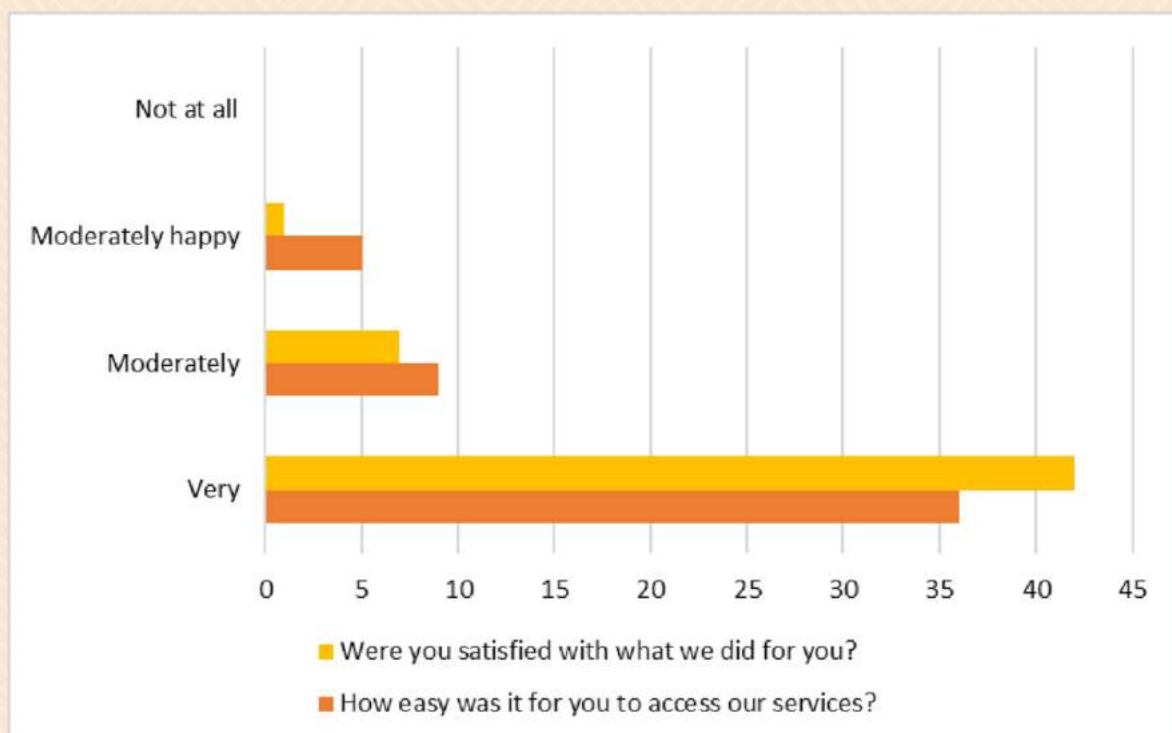
It is worth noting that the recovery rate increased from 41% after 6 sessions to 52% after completing an additional 6 sessions.



Counselling Satisfaction Survey

To gauge clients' satisfaction with the counselling service, a counselling satisfaction survey (Annex 4) was conducted. Fifty clients who had completed their treatment were randomly selected and interviewed on the phone.

The results showed that 84% of the clients were satisfied with the counselling they received. Additionally, 59% reported a significant improvement in their mental health, and 82% stated that they would recommend the service to friends and family.



Improving Access to Psychological Therapies (IAPT)

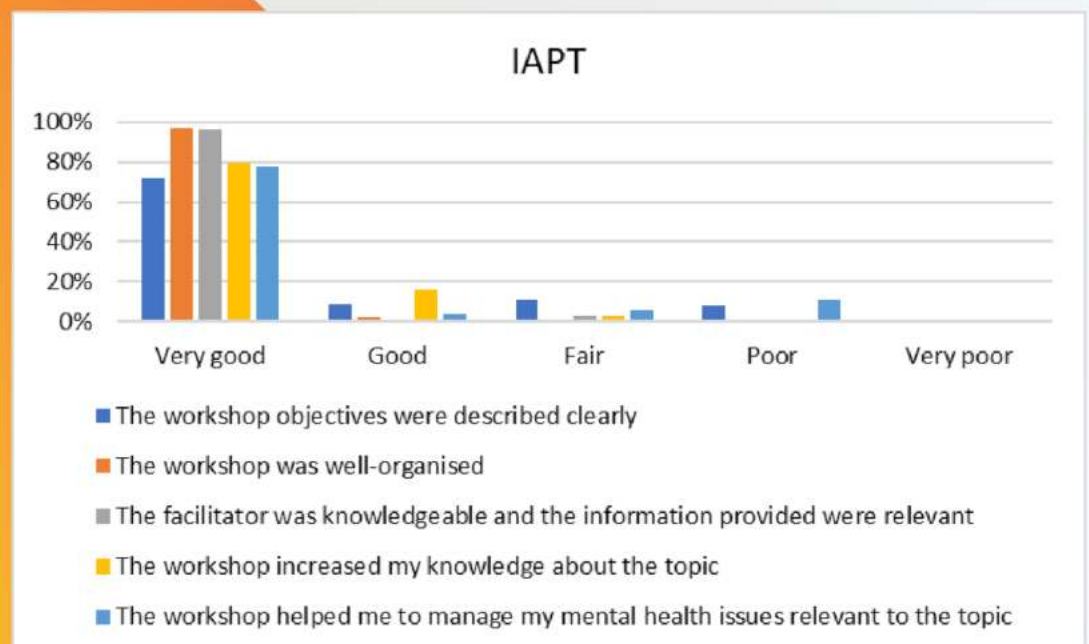


IAPT service step two provides psychological low-intensity support for mild to moderate levels of depression and anxiety. Over the past year, with 560 registrations we conducted a total of 43 workshops to 518 participants. We find it commendable that these workshops covered a wide range of topics, including PTSD, Anger Management, Sleep Management, Panic & Phobia, Anxiety Management, and even addressing grief and depression in Farsi, Arabic, and English languages. The primary aim of these workshops was to help clients gain a better

understanding of mental health conditions and equipping them with the necessary tools to cope effectively. In order to assess the impact of these workshops, we implemented an evaluation form (Annex 5), which participants completed at the conclusion of each session. This feedback form likely captured valuable insights regarding the participants' experiences, the relevance of the content, and the effectiveness of the delivery.

Overall, the IAPT Psycho-Educational Workshops have made a positive impact by providing valuable knowledge and skills to individuals dealing with mental health conditions.

Focusing on 5 questions, out of 518 clients completing the form, the majority of the participants found the workshop useful to deal with their mental health and coping skills.



Youth Counselling Project



The Youth Counselling Project, implemented between April 2022 and March 2023, aimed to provide weekly mother-tongue counselling sessions to young refugees and asylum seekers. A total of 25 referrals were received during this period, out of which 13 young individuals successfully completed their counselling sessions by the end of this reporting period whilst the rest were still receiving counselling. The project primarily served male participants, comprising 85% of the total participants, while female participants accounted for 15%. To assess the impact of the Youth Counselling Service, participants were

asked to rate their mental well-being using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) (Annex 11) before and after the completion of their counselling sessions. The Pre/Post ratio, which represents the average well-being score before and after counselling, showed an initial average score of 39, which increased to 47.5 after the completion of the 12 counselling sessions. Notably, all but one participant demonstrated an improvement in their well-being scores from pre-counselling to post-counselling, indicating a positive change in their mental well-being.

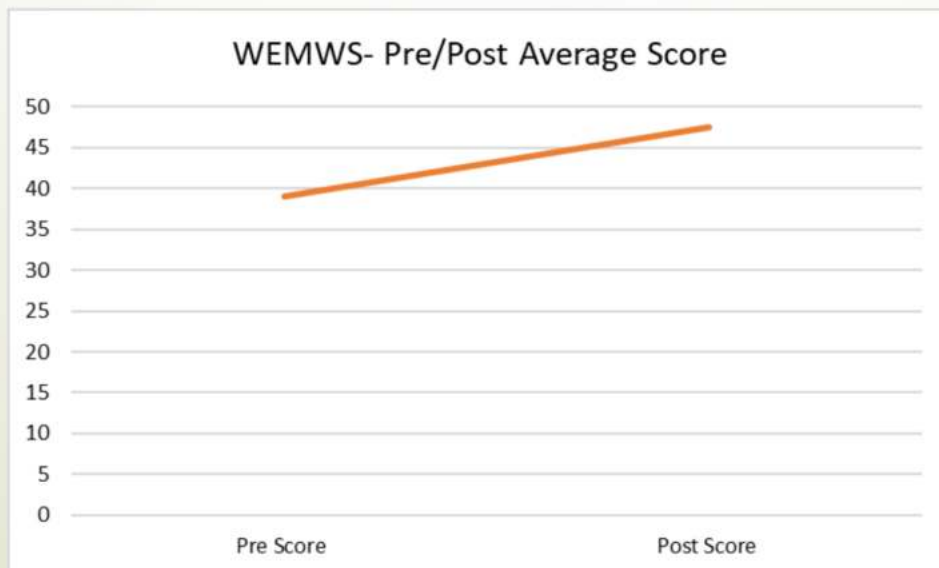
The most significant improvement in an individual client's well-being score was recorded as 22, with a pre-counselling score of 41 and a post-counselling score of 63. This highlights the effectiveness of the counselling sessions in significantly enhancing the mental well-being of this particular participant.

Overall, the Youth Counselling Project achieved positive outcomes in terms of improving the mental well-being of the young individuals who participated in the counselling sessions. The increase in average well-being scores from pre-counselling to post-counselling indicates the project's

success in positively impacting the emotional and psychological state of the participants. Furthermore, the high completion rate among the young people who participated in this activity demonstrates the commitment and engagement of both the participants and the project's counsellors.

However, it is worth noting that the project primarily attracted male participants, with a significantly lower representation of female participants. This gender imbalance suggests the need to further analyse the reasons behind the underrepresentation of females in the project and explore strategies to ensure equal access and engagement for all young individuals requiring counselling services. In conclusion, the Youth Counselling

Project effectively addressed the mental well-being needs of the young participants, as evidenced by the significant improvements in their well-being scores. The positive outcomes achieved by the project highlight the importance of providing accessible and culturally appropriate counselling services to youth, while also emphasising the significance of promoting gender equity and inclusivity in future iterations of such programs.



Mentoring Project



Our successful conclusion of our 3-year Mentoring Program, aimed at providing crucial support to refugees during their integration process. The program was officially completed in January 2023, marking a significant milestone in our efforts to empower refugees for a smoother transition into their new communities. As part of our commitment to excellence, an annual evaluation (Annex 6) for 2022 - 23 was conducted at the

end of 2022, with active participation from 29 mentees. The core objective of the annual evaluation was to assess the progress and impact of the Mentoring Program on the integration journey of our mentees. We carefully measured five vital integration indicators to gain insights into their development and growth. These key indicators included:

Self-confidence: Assessing mentees' level of self-assurance and belief in their abilities to adapt and thrive in their new environment.

Work/Study Opportunities: Evaluating mentees' access to employment and educational opportunities, supporting their journey towards self-sustainability.

Social Bridges: Gauging the extent to which mentees were able to establish meaningful connections within the wider community.

Knowledge of Benefits and Rights: Ascertaining the mentees' understanding of their entitlements and rights within the host country.

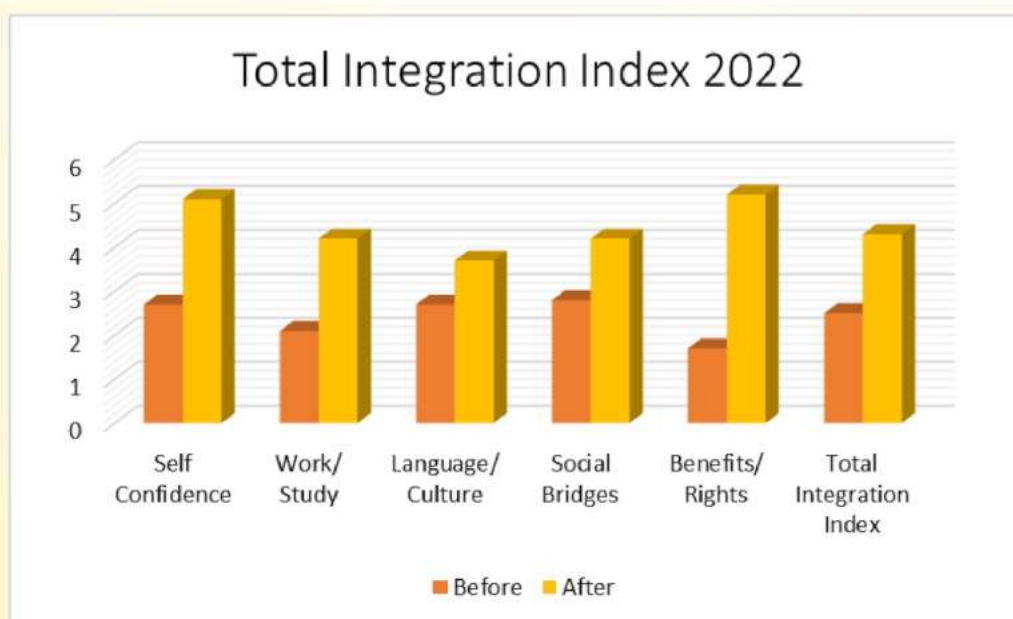
Language/Culture: Measuring the progress made in acquiring language proficiency and familiarity with the local culture.

The evaluation results yielded promising outcomes, indicating the effectiveness of the Mentoring Program in positively influencing the lives of our mentees. Prior to the mentoring intervention, the total average integration score among all participants was recorded at 2.9. However, after undergoing comprehensive mentoring support, this score showcased a remarkable improvement, rising to an impressive 5. These results validate the program's positive impact on our mentees' integration process.

Empowering Refugee Integration:

Throughout the 3-year Mentoring Program, we witnessed significant personal and professional growth among our mentees. Their increased self-confidence enabled them to pursue new opportunities in both work and study domains. The establishment of social bridges further facilitated

their inclusion within the broader community, fostering a sense of belonging and support. Moreover, our mentees exhibited enhanced knowledge of their rights and benefits, empowering them to navigate the intricacies of their new society more effectively.



'It's helpful if you do something and someone else encourages you. I do something and receive positive feedback from her. She helped me well. I think she was sincere. Anytime I did anything good she encouraged me and that meant a lot to me. Her encouragement meant a lot to me'

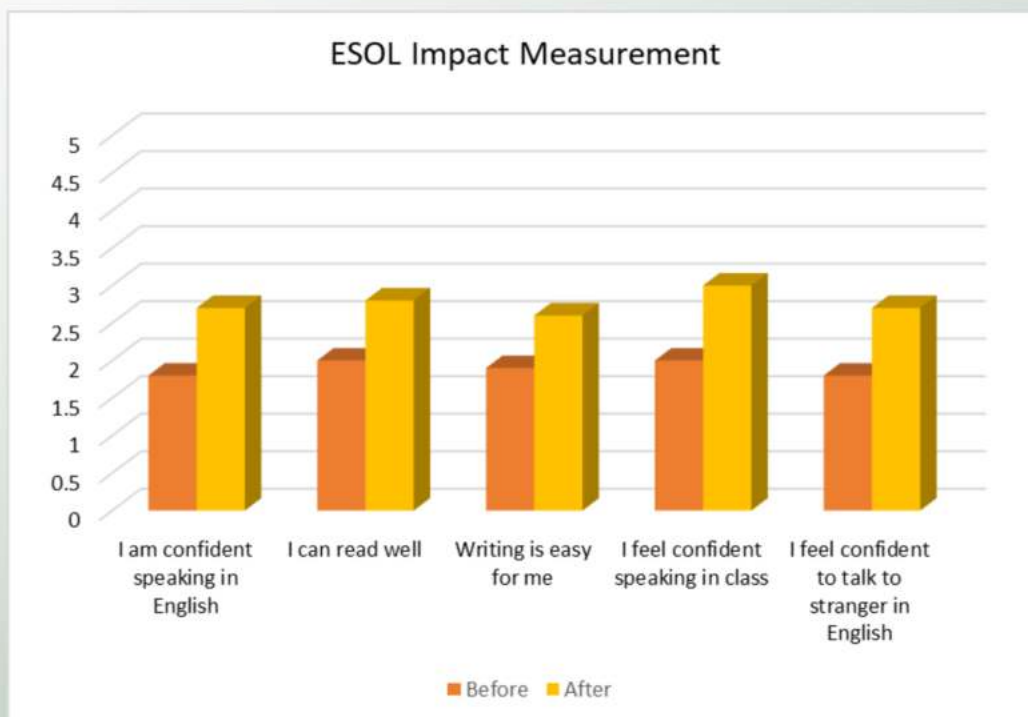
'Honestly my mentor is an angel, always there for me over and beyond...she is well aware of almost everything I discussed with her. I really felt supported'

ESOL Classes



ESOL classes play a crucial role in the lives of refugees and asylum seekers, offering them the essential language skills they need to thrive and successfully integrate into their new communities. Throughout the 2022-23 term, we provided informal ESOL classes, both in person and online, to a total of 138 students at various levels, ranging from Pre-Entry to Entry 3. Our team of 18 dedicated and qualified ESOL teachers worked tirelessly to deliver these classes. To ensure the effectiveness of our

ESOL classes, we conducted an Impact and Satisfaction Survey (Annex 7 & 8). We understand that measuring progress and impact can be challenging due to the informal nature of these classes and the varying attendance of students. However, we took a representative sample of 84 students for evaluation. This involved checking their progress records, conducting interviews, and engaging in discussions with some of our teachers.

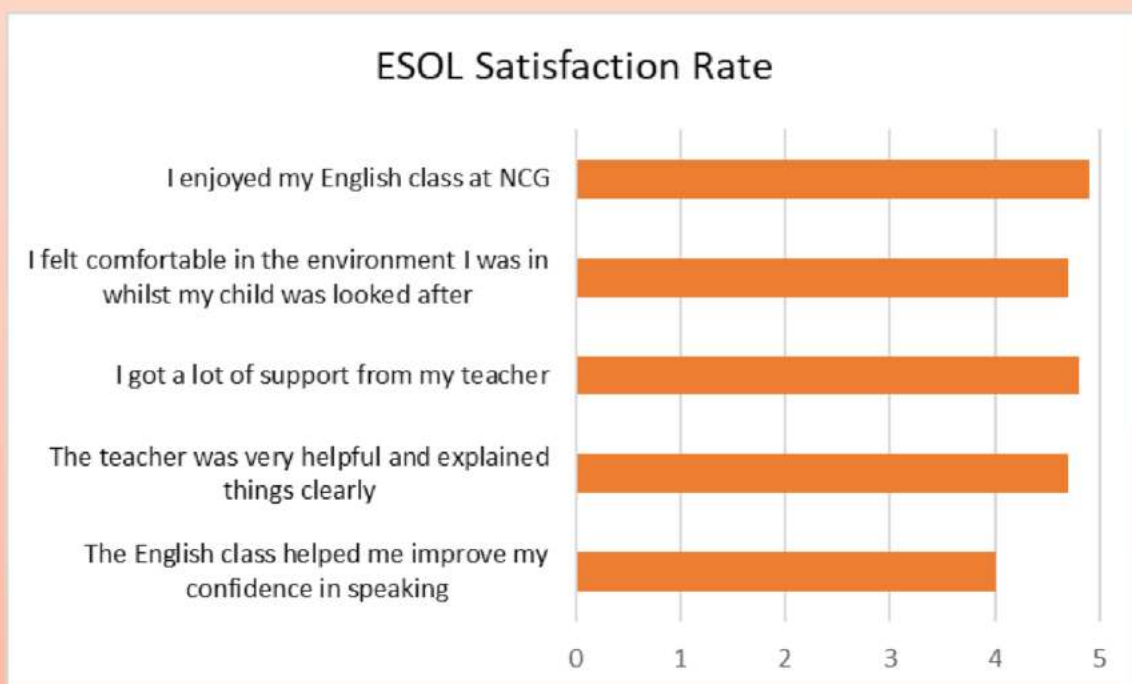


Based on the findings of this evaluation, we observed notable improvements among our students. 8% of students showed progress in their writing skills, 14% in reading, 31% in speaking, and 7% in listening skills. Furthermore, the evaluation also confirmed a 22% general improvement in students' overall English language proficiency and skills.

ESOL Satisfaction Survey



To measure the level of satisfaction of students attending our ESOL classes, out of 138 students accessing this service 33 participated in filling up a survey (Annex 8) 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 was conducted using paper copies.



The progress report and satisfaction survey affirm the positive outcomes of our ESOL classes. By equipping students with vital language skills, we are empowering them to navigate their new surroundings with confidence. We are honoured to witness the positive impact these classes have on the lives of refugees and asylum seekers as they embark on their journey of integration and self-fulfilment.



In addition to our regular ESOL curriculum, we also had the privilege of being an accredited centre for Trinity College ESOL since 2017. As part of this program, we successfully conducted 10 hours per week of Hybrid ESOL sessions specifically designed for 10 refugee students. These sessions culminated in the Trinity exam, which all 10 students undertook and passed with remarkable success. We are proud to announce a 100% success rate for this activity.



100%
Success!

"I like my class and my teacher. I want to come every day, one day a week is not enough".

"I enjoy my ESOL class. I learn a lot and also made friends as I am very lonely".

"My teacher helped me to learn Zoom. I have a disabled child. I join the online class. It is very good. I do not want to miss it".

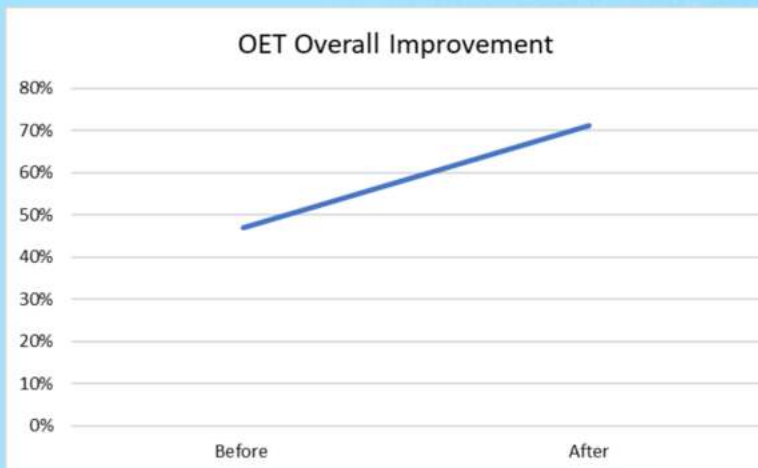
"Before I had big problems. I needed an interpreter, but now I can talk to my GP, I can make appointments, and talk to my children's teacher. I am very happy".



The Occupational English Test (OET) for Afghan Doctors

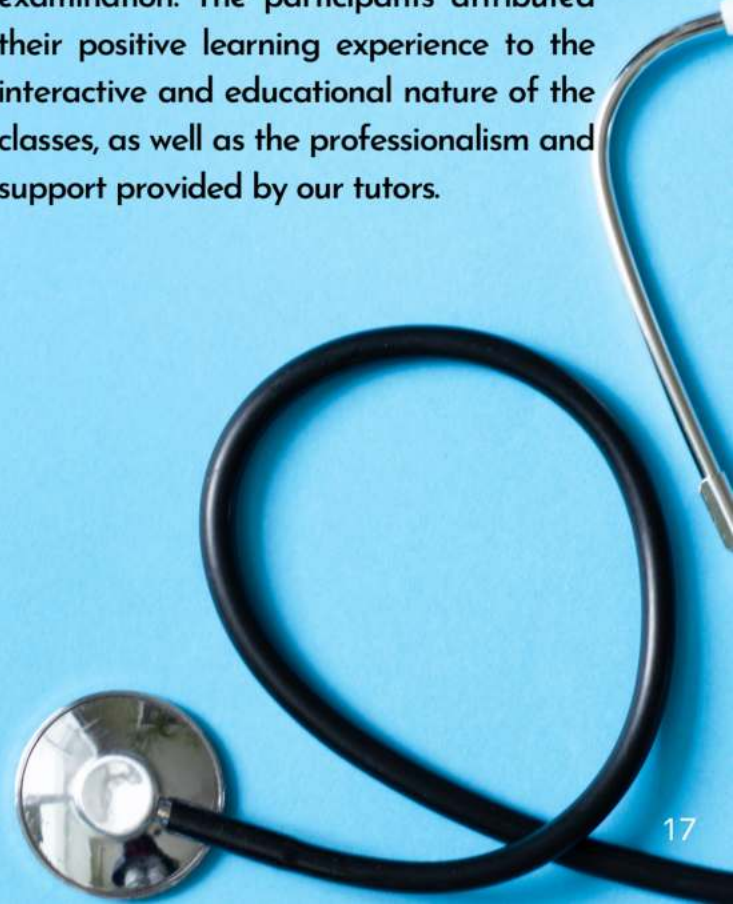
The Occupational English Test (OET) is an assessment that gauges the English language proficiency of healthcare professionals, such as doctors, nurses, and other medical practitioners. It's tailored to evaluate their communication skills in a practical workplace context. In partnership with the Association of Afghan Healthcare Professionals (AAHPUK), we provided a 26-week course, with each session lasting for 5 hours per week from July to December 2022. Our main objective was to help Afghan refugee doctors and individuals with medical backgrounds overcome linguistic barriers.

To assess the impact of our efforts, we conducted post-course evaluations using questionnaires (Annex 9) and interviews with individuals. We specifically analysed feedback from 11 participants who successfully completed the course. Our focus was on measuring their improvement in English language skills and their confidence in booking and completing the OET test, subsequent to attending the OET sessions organised by NCG & AAHPUK. The results were encouraging, with participants reporting significant advancements in their speaking, writing, reading, and listening abilities related to their profession with 47% before increasing to 71%.



Additionally, 67% expressed their readiness to undertake the OET examination. The participants attributed their positive learning experience to the interactive and educational nature of the classes, as well as the professionalism and support provided by our tutors.

Overall, the collaboration between our project, AAHPUK, and NCG proved fruitful in helping Afghan doctors and individuals with medical backgrounds enhance their English language proficiency and gain the necessary confidence to pursue the OET examination. This endeavour has undoubtedly contributed to their professional growth and increased their prospects for success in their healthcare careers.



Mum's and Tot's ESOL Classes

The NCG Mothers and Toddlers Group is a specialised ESOL (English for Speakers of Other Languages) program designed to cater to the unique learning needs of parents in a specific context. This report presents the evaluation findings from the group's activities spanning from April 2022 to March 2023. The evaluation focused on measuring the participants' improvement in language skills, increased confidence in speaking English, comfort in the learning environment while their children were cared for, and satisfaction with the ESOL teacher.

The Mothers and Toddlers Group consisted of 8 to 10 parents and their 10 to 12 preschool-aged children attending weekly 2-hour classes. A pre-post impact evaluation was conducted, and feedback was gathered from 8 parents who completed both sets of questionnaires (Annex 10). Based on the evaluation responses:

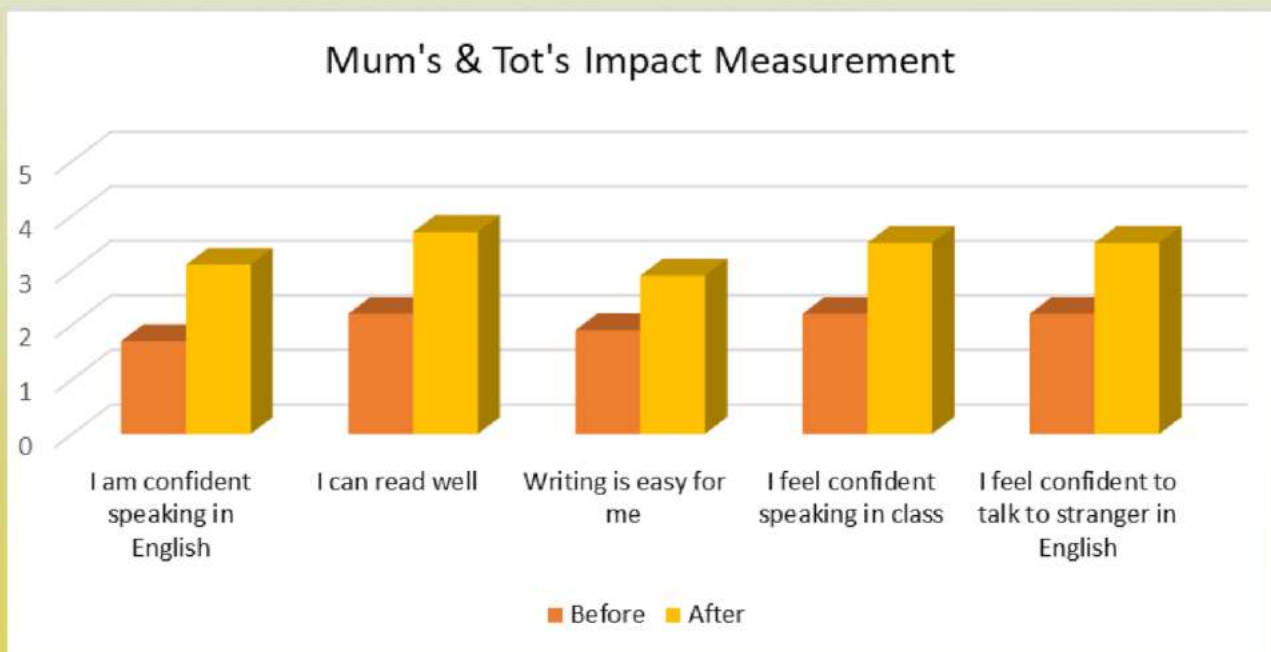
Language Skills Improvement: On average, 67% of the parents reported improvements in their reading, writing, and speaking skills. This suggests that the ESOL classes effectively supported language development and provided opportunities for participants to enhance their communication abilities.



Increased Confidence in Speaking English: 62% of the parents mentioned an increase in their confidence levels when speaking English. This outcome signifies the positive impact of the Mothers and Toddlers Group in helping participants overcome language barriers and gain the necessary confidence to engage in English conversations.

Comfortable Learning Environment: 70% of the parents expressed feeling comfortable in the learning environment while their children were looked after by nursery workers. This indicates that the provision of childcare support during the classes allowed the parents to focus on their language learning without worrying about their children's well-being.

The evaluation findings from the NCG Mothers and Toddlers Group demonstrate the program's success in meeting the specific needs of parents in an ESOL context. Participants reported improvements in their language skills, increased confidence in speaking English, and comfort in the learning environment while their children were cared for. The high level of satisfaction with the ESOL teacher further validates the program's effectiveness.

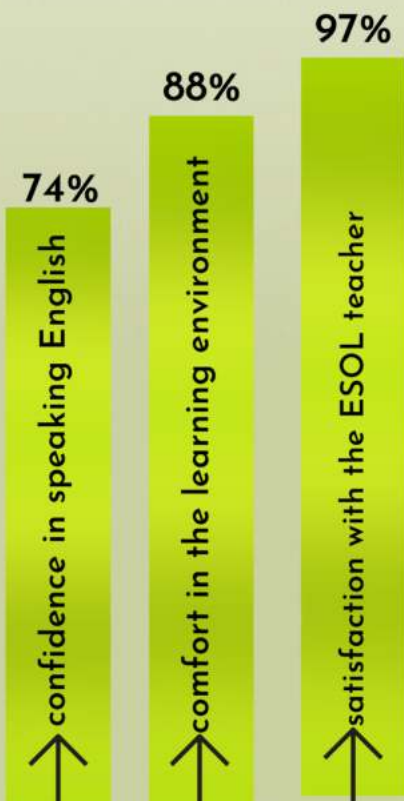


Mum's & Tot's Satisfaction Survey

Satisfaction with the ESOL Teacher: 93% of the parents mentioned that their ESOL teacher was highly supportive and helpful. This positive feedback emphasises the teacher's effectiveness in facilitating the learning process, providing guidance, and fostering a supportive atmosphere within the Mothers and Toddlers Group.

To measure the level of satisfaction of students attending our ESOL Mum's & Tot's classes, 14 students participated in filling up a survey and were asked questions about the adequacy of our lessons and their overall experience at NCG.

The evaluation findings from the NCG Mothers and Toddlers Group demonstrate the program's success in meeting the specific needs of parents in an ESOL context.



"My teacher is very kind and my child's teacher is very patient"

"I made friends, learn English and my child is enjoying it too"

"I am happy with my class teacher and my child is learning nursery rhymes."



Youth Wellbeing Project



During 2022-2023 our Youth Wellbeing Project has demonstrated its commitment to supporting the well-being of refugee and asylum-seeking young people, particularly those who have experienced trauma, abuse, and neglect. The project aims to enhance the overall health and well-being of these young individuals by providing opportunities for support, socialisation, confidence building, and integration into the local community. Through various activities, such as weekly social clubs, youth counselling, football clubs, ESOL classes, girl's clubs, youth outings, and school holiday activities, the project aims to empower young people, build their confidence and

help them realise their full potential. Over the past year, the Youth Wellbeing Project has expanded its services and tailored activities in consultation with young people. During the reporting period from April 2022 to March 2023, the project served over 120 young people and received 84 new referrals. A total of 247 different sessions were delivered, with a combined attendance of over 1,820. To assess the impact of the project, three evaluation surveys were conducted during July 2022, January 2023, and March 2023, which were sent to all currently active young people on the project.

"It feels like a place that I can be myself"

Evaluation Methods for The Youth Wellbeing Project



The Youth Wellbeing Project is a complex project consisting of multiple activities and services to support the psycho-social needs of young asylum seekers and refugees. Within each regular activity (ESOL, Youth Club, Football, Girls Club, Action Club, Outings) there are multiple sub-activities, individual workshops, and events. Due to the capacity within the

youth team, and a high number of individual workshops/activities, it is not possible for the youth team to evaluate every individual workshop/activity independently. In response to this, the youth team have developed multiple methods of evaluation of the activities, service, and young persons' development within these activities.

The youth team evaluate the young people's progress using the following methods:

- The quarterly Youth Satisfaction Survey (Annex 12) (sent to all active young people every 3 months - Jul 2022/ Jan 2023/Mar 2023)
- Feedback made during activities to staff members (form case studies and service development)
- Staff observations during activities (form case studies and service development)
- Regular face-to-face young person feedback sessions and reflective meetings (15.09.22 & 19.02.23)
- The Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) (Annex11) for involvement in all youth activities on the project - requested at the point of referral and subsequently every 3 months
- The Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) for involvement in NCG Youth counselling - requested at the start and end of the 12 sessions of counselling

"I have really enjoyed and learnt a lot from youth club thank you very much for you it's been a good opportunity for us"

"Being a member of Youth club, I've learned a lot which helped me to overcome some barriers that I was choosing such as communication, depression, some life skills, most importantly mental health issues and English language..."

The main regular method of youth evaluation is the quarterly youth satisfaction survey. This is completed by all active young people on the programme every 3 months, and asks young people to self-report on the following information:

- Involvement in NCG Youth activities
- Rating scale for NCG Youth activities
- What the young people like best about NCG Youth activities
- What skills the young people have developed by joining the NCG Youth activities
- Feedback on the venues used for NCG Youth activities
- Feedback on the communication with the NCG Youth team
- Their self-reported improvement in their well-being, linked to involvement in the NCG Youth activities
- Their self-reported improvement in their communication and socialisation, linked to involvement in the NCG Youth activities
- Their self-reported improvement in their English language skills, linked to involvement in the NCG Youth activities
- Any feedback on what they do not like about the NCG Youth activities
- Any feedback or suggestions on how the NCG Youth team and/or activities could improve
- Scale to record their responses to the short Warwick-Edinburgh Wellbeing scale

During the past year, 84 young people who responded to our survey. An overwhelming 98% of respondents reported positive

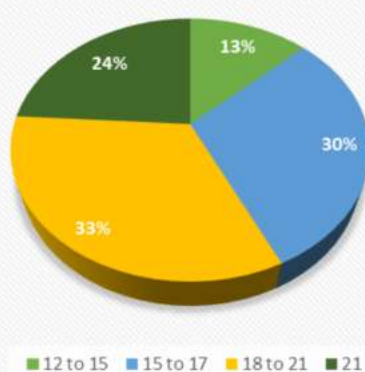
74% Physical & Mental Improvement

98% Positive Outcomes

outcomes from their involvement in the project's youth activities. These outcomes included feeling happier, having fun, learning new skills, making new friends, reducing loneliness, and improving English language skills.

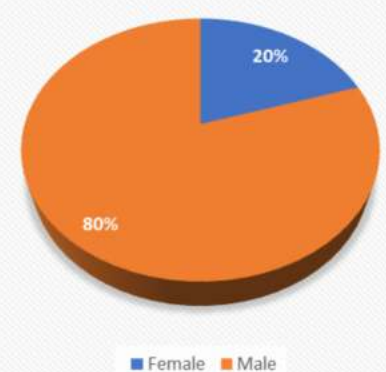
Furthermore, 74% of respondents indicated that being part of the project's youth club had improved their overall physical and mental well-being. This feedback highlights the positive impact the project has had on the well-being of young people, addressing their emotional needs and fostering a supportive environment.

Age Distribution



The Youth Team has successfully implemented their evaluation plan during this reporting period. Their key measurement objectives included improving health and well-being, enhancing young people's engagement, increasing social skills and knowledge, and identifying mechanisms of change.

Young People's Gender



Health and Well-being

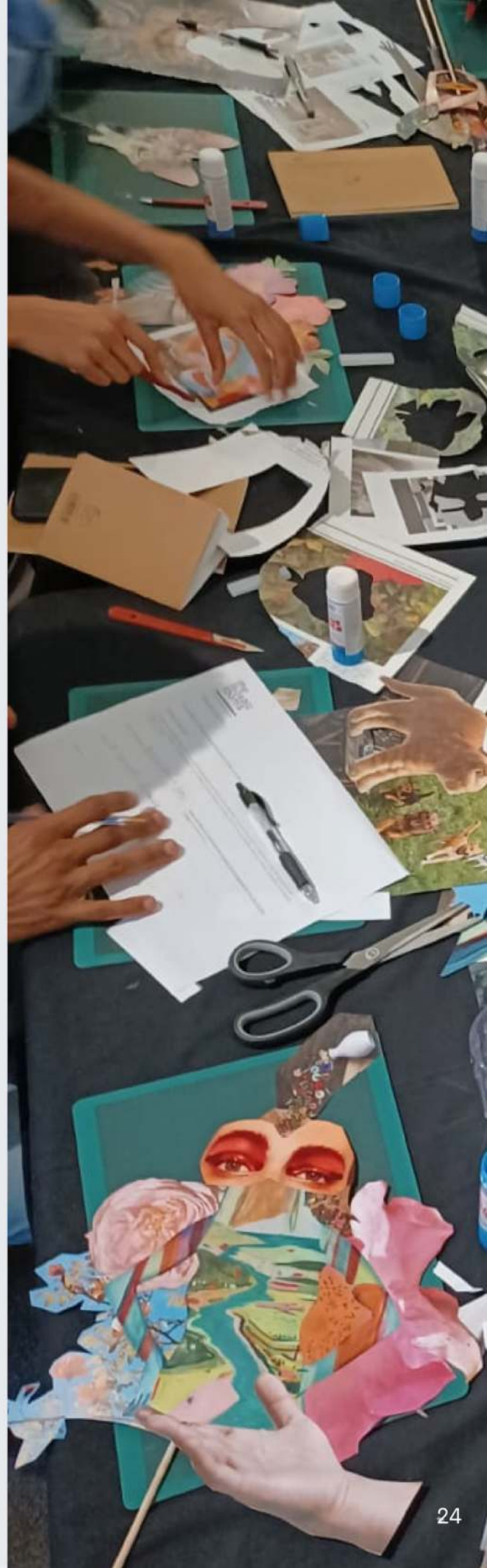
Young people reported an increase in their overall well-being as a result of their participation in the project. Staff feedback and observations also supported this finding. Additionally, the evaluation of the Mosaic Room project, where young people participated in a 10-week program, indicated increased well-being. Moreover, the use of the Warwick Edinburgh Wellbeing Scale showed reduced stress and anxiety, improved life satisfaction, and a decrease in fears of isolation among most participants.

Young People's Engagement:

The project has successfully engaged young people, as evidenced by their high attendance at weekly activities such as ESOL classes, youth clubs, and football clubs. Regardless of the topic or theme, regular activities consistently attracted maximum attendance, indicating a strong interest and engagement among participants. The high demand for youth outings during summer and school holidays, which always reached capacity, further supports the project's success in engaging young people.

Mechanisms of Change:

Mechanisms of Change were identified through young people's feedback and observed interactions within the project. Participants reported a sense of belonging within the group, and strong friendships were evident among the youth team. Regular feedback indicated that young people felt a sense of achievement and contribution to the group and the overall project.





Increased Social Skills and Knowledge:

Observations from staff and volunteers have shown that young people have developed improved communication and leadership skills through their participation in the Youth Wellbeing Project. For example, In the Mosaic Room project, participants reported the acquisition of various skills, such as curating an art exhibition, photography skills, and project leadership and delivery skills. Teachers involved in the ESOL classes also noted ongoing improvements in students' English language reading and writing abilities. The inclusion of educational and leadership workshops, covering topics such as educational systems, relationship and sexual health, and employability skills, further contributed to the development of social skills and knowledge among young people.

In conclusion, the Youth Wellbeing Project has made significant strides in supporting the well-being of refugee and asylum-seeking young people. Through a range of carefully designed activities and initiatives, we have witnessed positive outcomes, including improved health and well-being, enhanced engagement, increased social skills and knowledge, and a sense of belonging and personal growth among the participants. The dedicated efforts of our Youth Team and the collaboration with partner organisations have been instrumental in making these achievements possible.

Volunteering Programme


The purpose of this evaluation report is to assess the effectiveness and impact of NCG's Volunteering Programme during the period of 2022-23. The report focuses on the benefits of the programme for both the organisation and the volunteers involved, as well as the specific outcomes achieved, particularly in supporting refugees and asylum seekers.

"I have had the opportunity to volunteer with various departments I can now confidentially claim that I have gained relevant experience and am familiar with the job market, especially in the charity sector in the UK The NCG staff have always been supportive and eager to teach me something new".

Volunteer Engagement

During the evaluation period, NCG had a total of 98 registered volunteers, out of which 67 actively participated in more than one activity within various projects. The programme demonstrated a comprehensive approach by offering a wide range of opportunities, including Advice, ESOL, Mums and Tot's group, Mentoring, Counselling, Women's Group, Youth Group, Gardening, Admin, Interpreting, and evaluation of services. This diversity of involvement indicates the programme's ability to cater to the specific needs of the refugee and asylum seeker community.

"Thank you, NCG for helping me to apply for a job at the Barnet council and providing me with a reference. Now I work as an adviser at Barnet Council".



"Always a privilege to have the opportunity to help such deserving individuals".



The evaluation of NCG's Volunteering Programme during 2022-23 demonstrated its effectiveness and positive impact on both the organisation and the volunteers involved. By leveraging the dedication and expertise of volunteers, NCG successfully supported refugees and asylum seekers, promoting their social integration and empowerment. The positive feedback received from volunteers, in terms of satisfaction, support, and recommendations, underscores the quality of the programme and the organisation's

ability to create a supportive and fulfilling environment for volunteers. The specific benefits experienced by refugee volunteers further highlight the programme's capacity to enhance employability skills, foster social integration, and empower individuals in their transition to paid employment. NCG's commitment to creating lasting change in the lives of refugees and asylum seekers through volunteering is evident in the positive outcomes achieved (Annex 13).

Volunteering Satisfaction Survey (Annex 14)

To gauge the level of satisfaction among volunteers, NCG conducted a satisfaction survey, with a participation rate of 53% (35 out of 67 active volunteers on various activities). The results of the survey were overwhelmingly positive, with 63% of respondents expressing high satisfaction with their overall volunteering experience at NCG. This indicates that the majority of volunteers found their involvement with the organisation to be fulfilling and rewarding.

The survey findings revealed that 57% of the participants felt highly supported by NCG management. This suggests that the organisation effectively provides the necessary guidance and assistance to volunteers, ensuring they have the resources and support needed to carry out their roles effectively. The positive perception of management support reflects the commitment of NCG to creating a conducive environment for volunteers.



Volunteer Recommendations

An encouraging result from the survey was that 73% of respondents expressed a high likelihood of recommending NCG's volunteering opportunities to their friends, co-workers, or family members. This indicates that volunteers have a strong belief in the value and impact of NCG's work, and they are confident in endorsing the organisation to others. Such recommendations can contribute to the growth of the volunteering programme and the recruitment of new volunteers.

Value and Belonging

A significant majority of respondents, 77%, felt valued as members of the organisation. This suggests that NCG's efforts to create an inclusive and appreciative environment for volunteers have been successful. Additionally, 71% of the participants expressed their intention to continue volunteering with NCG, demonstrating the positive experience and meaningful engagement they have encountered.

Benefits for Refugee Volunteers

The survey results indicated that NCG's Volunteering Programme has had a particularly positive impact on refugee volunteers. A remarkable 90% of refugee volunteers reported gaining valuable experience that would aid them in securing paid employment. This highlights the practical benefits of the programme in enhancing the employability skills of this specific group. Moreover, 93% of refugee volunteers expressed a stronger sense of community belonging and increased confidence in the UK work environment. These outcomes reflect the positive social integration and personal growth experienced by refugee volunteers through their participation in the programme.

93% of volunteers have had remarkable sense of community belonging

90% of volunteers have gained valuable experience

77% of volunteers have felt valued as a member of NCG

73% of volunteers would recommend NCG's Volunteering experience

71% of volunteers intended to continue volunteering with NCG

63% of volunteers were satisfied by their overall experience

57% of volunteers felt highly supported by NCG

It is worth noting that NCG's support extended beyond volunteering, as the organisation assisted 13 individuals in securing paid employment during the evaluation period. This achievement demonstrates the tangible outcomes and real-world impact of NCG's efforts. The successful transition of volunteers from voluntary roles to paid positions reflects the effectiveness of the programme in promoting professional growth and providing opportunities for individuals to improve their circumstances.

Increased Capacity and Resource Allocation

The involvement of volunteers significantly contributed to NCG's ability to expand its services and reach a larger number of beneficiaries. By relying on dedicated volunteers, the organisation was able to allocate its limited resources more efficiently and effectively, resulting in enhanced service delivery to refugees and asylum seekers.

"NCG helped me to complete the Level 2 Teaching Assistant Diploma. I successfully completed the course. NCG then registered me with a job agency and provided me with a reference. Now I work full time in a primary school".

"I learnt a lot from NCG helped me progress get confident and develop myself in different areas".

"The induction process was extremely professional and comprehensive enough. I was oriented on the organisation's policy and procedures, the type of work the organisation is doing, my role as a volunteer and my expectation from the organisation".



Tuition



As part of our AMIF project (European Fund) from April 2022 to Dec 2022, we continued to provide 3 hours of weekly Math and English (Key Stage 1 to 4) Tuition to 60 refugee children, this included Afghan children under our AMIF Afghan Project.

The ages of children who joined the tuition were from 8 to 18 years old. Out of the 60 students, 44 attended online sessions and 16 attended in person. The tutors worked hard especially in helping the higher-level students prepare for exams and providing extra support to those who were facing challenges due to being new arrivals.

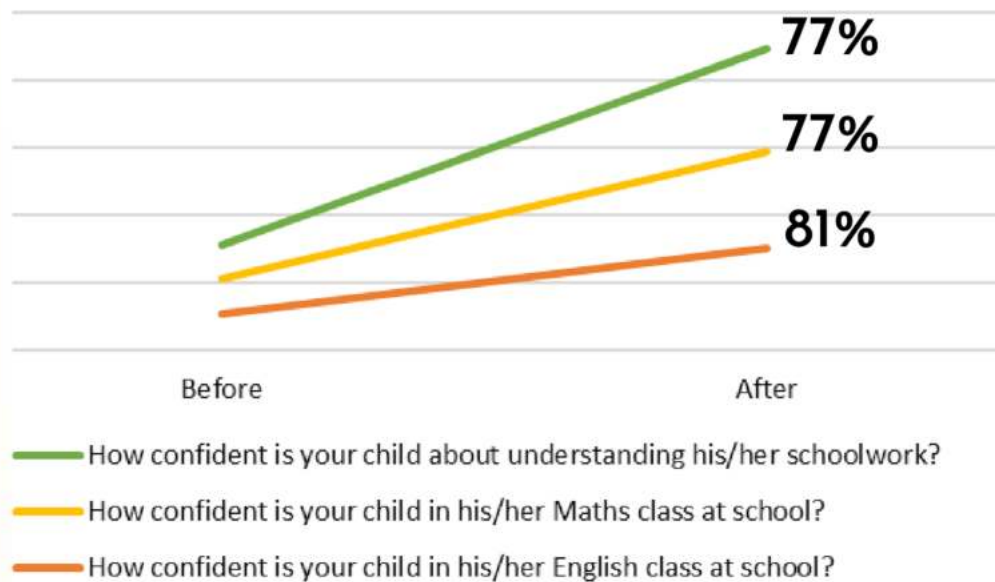
In order to evaluate the impact of this valuable and much-needed project, we asked parents to complete the pre- and post-questionnaires (Annex 15) about how confident their child/children are in English and Math classes at school and understand their schoolwork. We also interviewed each student to get their feedback with the help of one of our volunteers. In addition, each child's tutor sent us their students' register, track sheets, and progress reports at the end of each term which were sent to the parents to share with their children's schoolteachers.

A young boy with dark hair, wearing a grey t-shirt, is shown in profile from the chest up, sitting at a desk in a classroom. He has his right hand raised high, palm facing forward, as if participating in a lesson. In the background, another child in a yellow shirt is partially visible. The background is a plain, light-colored wall.

"I sincerely thank you for the opportunity to join the tuition-free of charge. My Tutor tried her best to help me with my homework. Thank you for making a difference in my school life. I am truly grateful, and you are such a blessing"

The evaluation confirms that 81% of the students were more confident in English and 77% improved their Maths and 77% confirmed that they understood their schoolwork a lot more clearly.

NCG Tuition Evaluation



Thank you so much for everything you have done for me this year. It has been a great year, I got a few certificates of achievement although I joined the school late. I wouldn't be where I am without your help.

Parents' and Students' Feedback

"I would like to thank your respected organisation for this precious opportunity you provided to my children to learn English and math which is not only vital for them but also for my wife as she also attends the sessions with my kids."

"Thank you for sharing the progress reports with me as they are helping to understand my children's overall performance. I will share this as progress feedback with all my children and their schoolteachers."

"I sincerely thank you for the opportunity to join the tuition-free of charge. My Tutor Saima tried her best to help me with my homework. Thank you for making a difference in my school life. I am truly grateful, and you are such a blessing".

Gardening Project

In our unique Ecotherapy initiative, we have been running an attractive gardening project (Sewing Seeds) that aims to enhance the overall mental and physical well-being of refugees and asylum seekers. By engaging in invigorating outdoor activities within a serene green environment, we provide them with a nurturing space for self-discovery and personal growth. From the period of April 2022 to October 2022, we organised a total of 43 enriching gardening sessions as part of this project, with an additional 11 sessions dedicated to cooking in the garden. Through these sessions, we witnessed the transformation of 170 participants, with 38 individuals consistently and enthusiastically participating.

To gauge the impact of our programme, we selected 18 participants at random who completed at least 6 sessions of gardening and invited them to complete an evaluation questionnaire (Annex 16). The insightful responses we received shed light on several key findings that confirm the effectiveness of this activity.

"It looks like my own garden in Afghanistan. The food is nice. My kids look forward to coming to the garden".



• **100%** of the participants confirmed that by engaging with others in the garden, they were able to make friends and found someone to talk to when they felt low. This indicates that the gardening project provided a supportive and social environment for participants, helping them form connections and combat feelings of loneliness or sadness.

• **84%** of the participants reported that gardening contributed to improving their physical health, such as digging, planting, and watering. This suggests that the physical activities involved in gardening, such as moderate exercise and manual labour, had a positive impact on the participants' physical well-being, promoting fitness and mobility.

• **89%** of the participants confirmed that spending quality time outdoors, working with the soil, and connecting with nature contributed to their well-being. This indicates that the Ecotherapy aspect of the gardening project positively impacted participants' mental well-being, suggesting that being in a green environment and engaging in outdoor activities had a therapeutic effect.

• **84%** of the participants expressed pride in sharing their culture and food. This finding highlights that the gardening project encouraged participants to share their cultural heritage and culinary traditions, creating a space for cultural exchange and appreciation.

• **89%** of the participants felt that the garden became a shared space where they could meet people from different countries. This suggests that the gardening project promoted cultural diversity and provided an opportunity for participants to interact with individuals from various backgrounds, fostering a sense of inclusivity and community.

In conclusion, the outcomes of our gardening project under the Ecotherapy programme have proven to be transformative for our participants. By creating an inclusive space for healing, resilience, and community-building, we have empowered individuals to embark on a journey of integration and holistic well-being. The positive feedback we received from the evaluation questionnaires is a testament to the profound impact of our initiative on individuals.

“Whenever I am in the garden and see the transformation of seeds into plants, it mirrors my own journey and I find hope to rebuild my life.”

“I feel very lonely and very depressed due to many personal issues, when I come to the garden cooking, weeding, and singing, I am not exaggerating that I forget everything.”

“An amazing place with very positive minded people. Fantastic food and fruits. Really healthy”.

“We feel as it is our second home. God bless you and thank you for your kindness”.

“It is a wonderful place where we can spend time away from the hotel. We can eat our local food and my children can play. A special thanks to NCG for providing this opportunity”.



Jasmine Women's Group



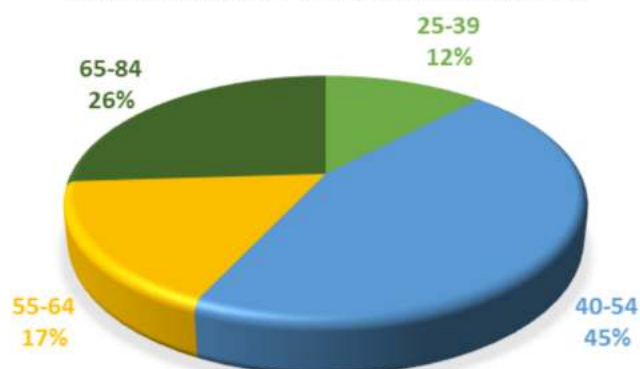
The NCG Jasmine Women's Group has had another successful year in achieving its objectives of providing a safe and welcoming environment for refugee women and promoting their social integration and well-being. The evaluation of the group's activities, conducted from 2022 to 2023, reveals positive outcomes for the participants. During this period, a total of 120 women from 12 different countries actively participated in 34 sessions organised by

the group. To assess the impact of joining the Jasmine Women's Group on the participants' well-being, a survey (Annex 17) was conducted among a random selection of attendees. The pre-post evaluation, measuring participants' scores before they joined the group and after six months of active participation in various activities, highlighted several significant findings.

120 Women From **12** different countries Participated in **34** sessions



JASMIN GROUP AGE DISTRIBUTION



- 83% of the participants reported feeling less isolated and more involved in the community as a result of their engagement with the Jasmine Women's Group. This demonstrates that the group effectively provided a sense of belonging and helped participants overcome feelings of social isolation.

- 95% of the participants expressed that being with others and sharing their own cultures with fellow group members positively impacted their mental health. This finding emphasises the therapeutic value of the Jasmine Women's Group, providing a supportive space for women to find solace, understanding, and personal growth through the shared experiences of others.

- 100% of the participants confirmed that they found the workshops offered by the group to be highly useful and informative. This indicates that the educational activities conducted by the Jasmine Women's Group effectively equipped participants with valuable knowledge and practical skills, -but also it was a therapeutic experience likely addressing the emotional and psychological well-being of the participants.

- 83% of the participants confirmed the positivity of meeting people from other countries. This indicates that the multicultural environment of the group fostered meaningful connections and appreciation for diversity among the participants.

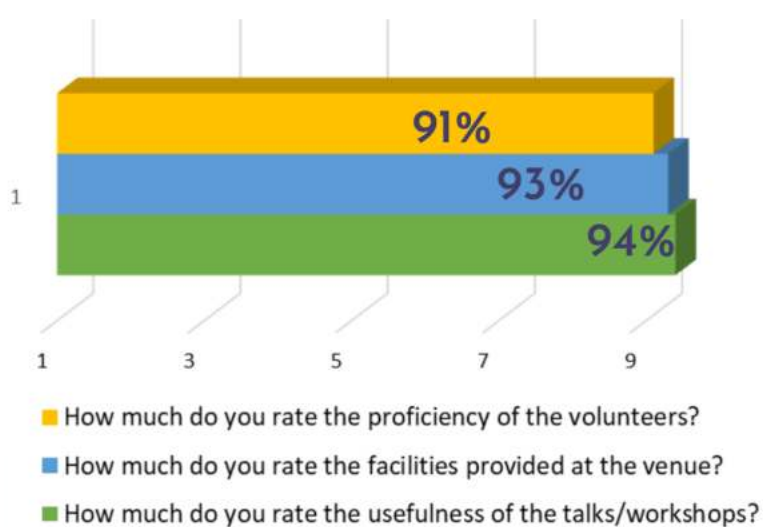
100% I am interested in new things

95% I can share my culture with other people

83% There is somebody I can talk to when I feel low

83% I have met new people from different parts of the world

Based on the evaluation results, it can be concluded that the Jasmine Women's Group has successfully fulfilled its mission of providing a safe and welcoming environment for refugee women. The group's activities have positively impacted participants' social integration, well-being, and personal development. These findings affirm the effectiveness of the group's approach and highlight the importance of such initiatives in promoting the overall welfare of refugee women.



"I am an asylum seeker, living in a small room in a hotel. I was very lonely and even struggled to get up in the morning. I was introduced to the Jasmine group by one of my friends in May 2022. The friendly staff and volunteers welcomed me with kindness and immediately on the first day I felt safe and supported."



"Can't wait for Friday to join the Jasmine Group".

"When I am down, this is the place that cheers me up".



"I feel heard and valued".

Residential Retreat

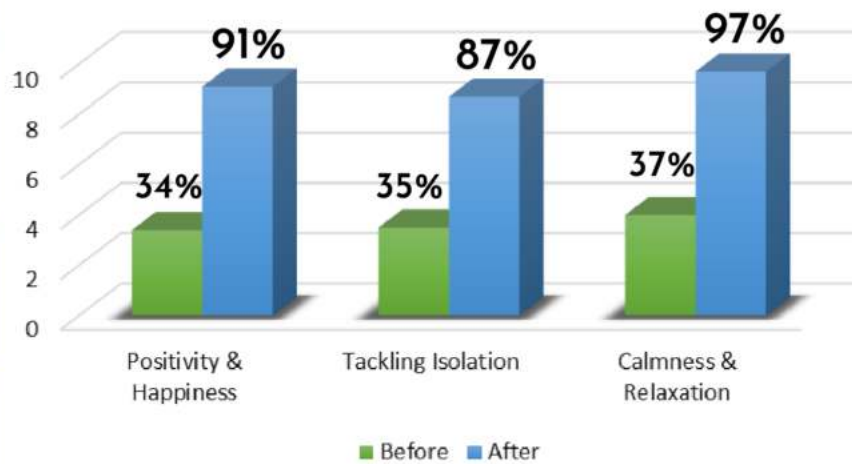
The Residential Mental Wellbeing Program organised by NCG during 2022-2023, aimed to address the mental health challenges faced by socially marginalised refugees. This evaluation (Annex 18) assessed the effectiveness of the program in providing support to participants suffering from conditions such as PTSD, anxiety, depression, stress, and social isolation. The program

spanned two nights and offered various therapeutic activities, including nature walks, music, dance, storytelling, and cook-together sessions. The evaluation took into account the perspectives of 24 clients, 3 volunteers (ex-service users), and 3 staff members who participated in the retreat.

- A significant increase from 34% to 91% in participants expressing positive feelings and reporting improved happiness and well-being. The opportunity to spend time in natural surroundings allowed them to connect with nature and experience its healing effects. This aspect of the program seems to have positively influenced participants' emotions, contributing to an enhanced sense of self-worth and contentment.
- A remarkable increase, from 35% to 87% in participants reporting a reduction in feelings of isolation as a result of the retreat. Through sharing their life journey experiences, hardships, and personal stories, they found common ground with others and developed a sense of closeness. This aspect of the program facilitated social bonding and provided a supportive environment for participants to connect with one another.
- An impressive increase from 37% to 97%, in participants reporting a positive impact on their mental health. They felt more relaxed and re-energized after participating in the various activities offered. This indicates that the program effectively helped participants manage their mental health challenges and provided a sense of rejuvenation.



Clients' Mental Well-Being Improvement Before and After Attending Retreat Sessions



"Thank you, NCG, the first time since I arrived in the UK in 2012 to have the chance to go with friends and enjoy every second of my life".

Overall, the Residential Retreat Programme appears to have had a positive influence on the mental well-being of socially marginalised refugees. The inclusion of therapeutic activities and the opportunity for participants to connect with nature and one another played a significant role in their positive experiences. The program succeeded in addressing feelings of isolation, promoting mental health improvement, and fostering a sense of belonging and support among participants.

"I did not want to go back to face the reality!"

However, it is important to note that this evaluation lacks specific quantitative data to provide precise percentages, which would be beneficial for a more comprehensive analysis. Additionally, the long-term effects of the program on participants' mental well-being should be considered to determine the sustainability of the outcomes achieved.

"Wonderful people, yummy food, great facilitators, will always remember it".

"Excellent experience that I never thought about it. I hope to have the chance to join again".

"Wow!!! Such a great event, it was a great educational and recreational holiday for me after 8 years."

Yoga Sessions

The NCG yoga sessions aim to provide a comprehensive healing experience, promote resilience, and empower refugees and asylum seekers who have endured trauma and displacement. This report presents the evaluation findings from the yoga sessions conducted between 2022-2023. The evaluation focused on measuring the participants' experiences of calmness, positivity, relaxation, and satisfaction with the instructor's adaptability.

17 Yoga Sessions

20 Participants

A total of 17 yoga sessions were delivered to an average of 20 participants per session. To assess the impact of the sessions and gauge participant satisfaction, pre- and post-impact evaluation questionnaires (Annex 19) were administered. Feedback was obtained from 16 regular participants who completed at least 6 sessions and filled up both sets of questionnaires.

"We have such a great yoga teacher. I have pain in my legs, chair yoga is very good for me, thank you teacher- you are amazing".



Based on the evaluation responses:

Calmness

On average, **93%** of the participants confirmed that they felt a sense of calmness after participating in the yoga sessions. This suggests that the sessions effectively facilitated a state of tranquillity and relaxation among the participants.

Relaxation

On average, **56%** of the participants mentioned experiencing a sense of relaxation during and after the yoga sessions. This outcome demonstrates the efficacy of the sessions in promoting relaxation and alleviating stress, which is particularly important for individuals who have undergone trauma and displacement.

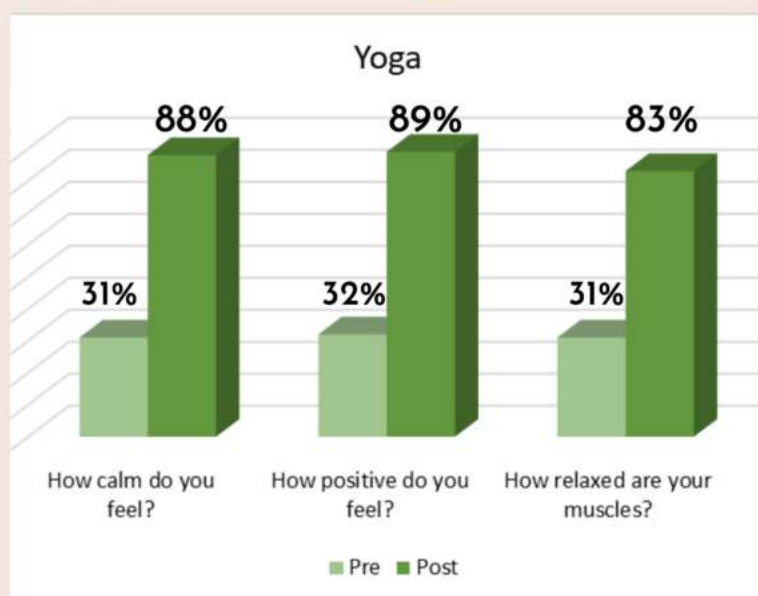
Instructor's Adaptability

100% of the participants expressed high satisfaction with the instructor's proficiency and adaptability. The instructor's ability to cater to the diverse needs of the participants, such as incorporating chair yoga to accommodate individuals with physical disabilities, was positively acknowledged. This adaptable approach contributed to the participants' satisfaction and enhanced their overall yoga experience.

Positivity

On average, **69%** of the participants expressed feeling positive as a result of their engagement in the yoga sessions. This indicates that the sessions not only addressed physical well-being but also contributed to enhancing the participants' emotional state and overall outlook.

Well-being State



"I am a late middle-aged, clumsy, inflexible person, who never dreamed that I would become attracted to yoga, now I do not miss the sessions and join regularly, Mag is a great teacher and also very kind."

Citizenship Workshops

Between April and December 2022, we delivered a series of 7 Citizenship workshops for a group of 48 participants. With financial support from the European Fund (AMIF), we were able to cover a wide range of topics including Education, Health, Introduction to the UK, and British values. Our primary objective in conducting

these workshops were to offer our clients a better understanding of local customs, traditions, and societal norms. By doing so, we aimed to promote cross-cultural understanding and encourage mutual respect among the participants and encourage integration.

To evaluate the effectiveness of our workshops, we administered both pre- and post-questionnaires (Annex 20) to all 48 participants. Out of these, we received feedback from 30 individuals. Based on the data collected, we found 71% reported an increase in their knowledge of the topics covered during the workshops. These topics specifically included Education, The Healthcare System, the UK System, and British Values. Additionally, 75% expressed their satisfaction with the

workshops, indicating that they found the sessions beneficial and relevant to their integration process. This feedback validates the usefulness of our workshops in helping participants navigate their integration journey successfully. The feedback we received suggests that the workshops effectively enhanced participants' knowledge and contributed positively to their integration process.

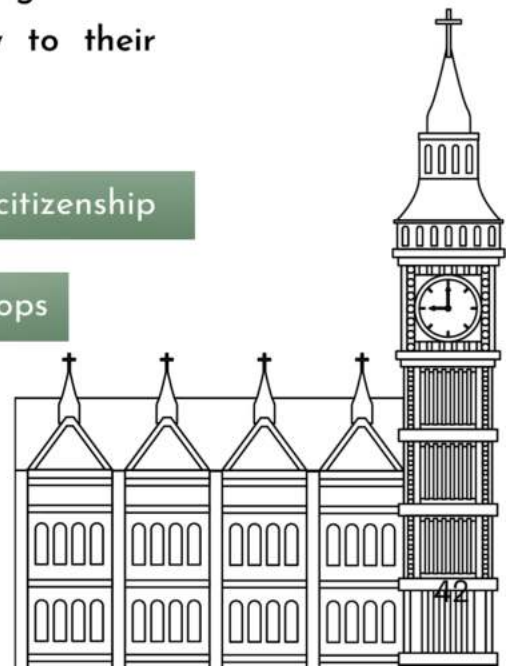
"I found all the workshops very useful especially the Health one. I was confused about which number to dial when I get sick and need help. Also now I know that I can ask my GP to book an interpreter for me as I am not happy taking my friend with me all the time".

"very useful and eye-opening trainings".

71% of participants reported an increase in their knowledge of citizenship

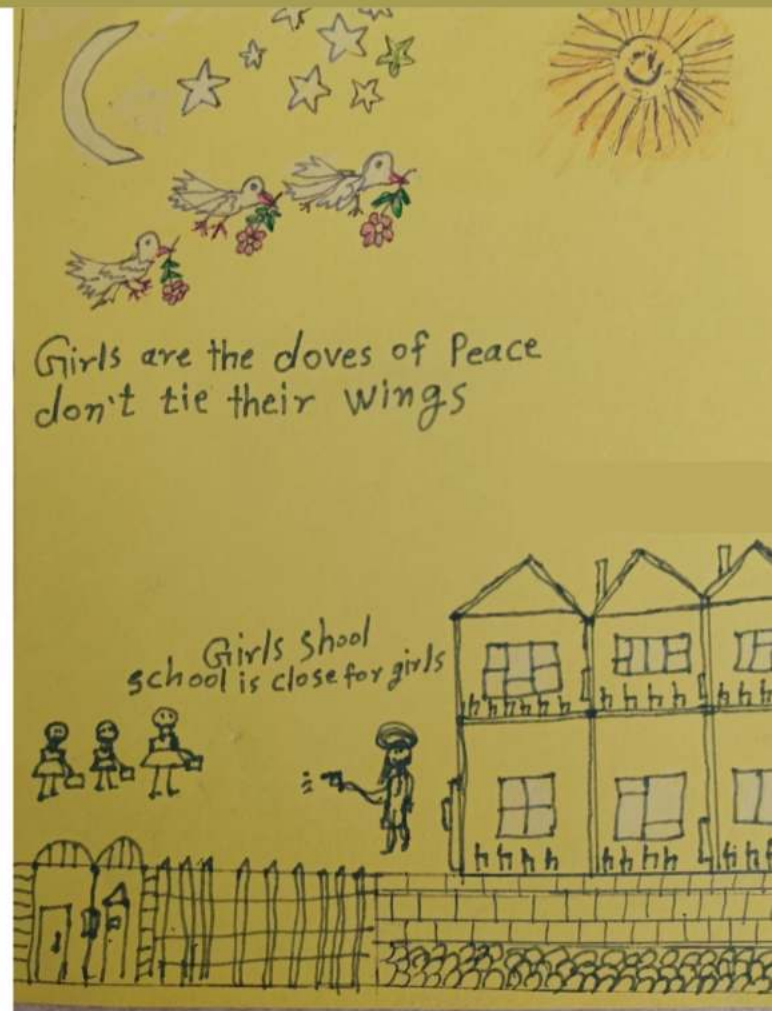
75% of participants expressed their satisfaction with the workshops

"I have 2 children who go to secondary school, I found the education workshop very useful, I was confused about Sixth form and GCSE, and now it is clear to me."



Case Study 1

MP is a refugee from Afghanistan. A single mother of three children, has faced many challenges in her life. She had a difficult childhood in Afghanistan, where she wasn't allowed to go to school and was married off at a young age. Her life took a tragic turn when she saw her husband get killed in front of her and her three young children, who were 3, 5, and 7 years old at the time. This traumatic experience caused a lot of difficulties for her and her children's mental well-being. Despite the challenges, MP managed to leave Afghanistan, but her mental health was greatly affected by the events she went through, including post-traumatic stress disorder (PTSD).



In the UK, she had to deal with various problems while still struggling with her mental health issues. MP's psychiatrist referred her to NCG because of her high anxiety levels and PTSD. Our team assessed her situation, and we offered her two sets of 12 counselling sessions in her native language through our bilingual counselling service. She also actively participated in our English classes (ESOL) and conversation café to learn English, even though she was illiterate in her own language. Remarkably, she made significant progress and became skilled in English. She regularly attends our Jasmine Women's Group sessions and finds joy in our yoga classes. MP is now an advocate and expresses her support for children's rights through her artwork.

Here is what she had to say about NCG:

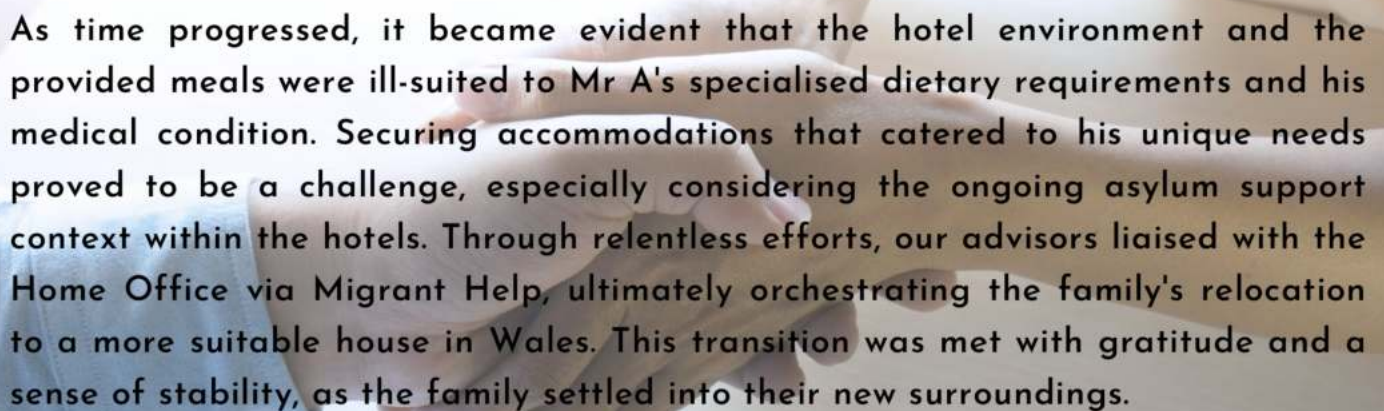
"NCG is an amazing organisation that welcomes people like me who are in tough situations. It's like a safe place where I can find hope when I'm feeling down. The staff and volunteers at NCG are always friendly and they make us feel less alone and anxious. They help us connect with others in the community and slowly become a part of life and culture in the UK.

I really enjoy the NCG allotment - it reminds me of my village and being there makes me feel calm and peaceful."

Case Study 2

Mr A is an asylum seeker from El Salvador, who arrived in the UK accompanied by his wife and two children. Initially placed in a Barnet hotel by the Home Office, the family's transition was marked by a history of trials before even reaching the UK. Upon their arrival, they faced the challenges of adapting to a new environment while navigating their immigration, asylum support needs, health concerns, and their children's education. Swiftly, the outreach advisers assessed and addressed the family's requirements, ensuring their immediate well-being was met. However, a unique set

of circumstances unfolded as Mr. A grappled with not only mental health issues but also a recent leukaemia diagnosis, which demanded urgent attention. The visible physical toll of his condition was exacerbated by a lack of medication, necessitating immediate intervention. The dedicated adviser persisted, making numerous calls and follow-up messages to the GP surgery to secure crucial appointments, medications, and referrals to the hospital for a thorough assessment and diagnosis. The urgency of the situation was clearly recognised, leading to prompt action by the hospital to initiate treatment.



As time progressed, it became evident that the hotel environment and the provided meals were ill-suited to Mr A's specialised dietary requirements and his medical condition. Securing accommodations that catered to his unique needs proved to be a challenge, especially considering the ongoing asylum support context within the hotels. Through relentless efforts, our advisers liaised with the Home Office via Migrant Help, ultimately orchestrating the family's relocation to a more suitable house in Wales. This transition was met with gratitude and a sense of stability, as the family settled into their new surroundings.

Mr. A's journey stands as a testament to the power of collaboration and tireless advocacy. Through the collective dedication of NCG's advisers and their coordinated efforts with relevant authorities, the path to physical and mental well-being, along with a harmonious settlement, was paved for this resilient family.

Case Study 3

Ms. S, is a resilient Asylum Seeker from the Middle East and a mother of two. Arriving in the latter part of 2022, her journey to the UK was marked by harrowing ordeals in her homeland, compelling her to seek asylum. The Home Office offered her accommodation in one of their hotels in West London near the Airport. Later on, she was transferred to the existing dispersal accommodation in Barnet, an area where NCG conducts routine outreach activities. Unfortunately, due to an administrative error involving the accommodation provider and Migrant Help, her relocation wasn't properly documented in the Home Office database. This oversight resulted

in her being incorrectly labelled as having absconded and left her without essential documents and financial support for an extended period of time. However, an unfortunate incident followed. Due to a procedural error between her accommodation provider and Migration Help's administrative system, her transfer to the dispersal accommodation failed to be recorded in the Home Office database. This oversight led to grave consequences - she was erroneously reported as absconded and, consequently, found herself without essential documentation and financial support for an extended period.



To find a solution and receive assistance, Ms. S approached NCG's Outreach Support desk in March. It was clear that she needed assistance not only for herself but for her two children as well. Beyond financial support, she required guidance for GP registration and enrolment of her children into school. The NCG outreach advisor conducted a thorough assessment of her situation. Communication was established with Migrant Help to unravel the complexities surrounding the family's delayed Section 95 support and ASPEN cards. Weeks of diligent investigation transpired before a response was received. Simultaneously, NCG ensured that her children were successfully enrolled in a local school, complete with uniforms, shoes, and meal arrangements. GP registration was promptly secured for the family's healthcare needs. As we looked deeper into the problem, it became clear that

communication mishaps among various support providers - Clear Springs, M.H., and the Home Office - were the root cause of Ms S's distress. It was mistakenly assumed that she and her children had vacated Home Office accommodation without proper authorisation. The result was the suspension of her Section 95 support. NCG's intervention and Ms. S's perseverance saw the case being meticulously reviewed. Through thorough analysis of her documents and collaborative discussions, it was conclusively proven that the accommodation provider themselves had facilitated her transfer to the new location. Armed with this evidence, NCG engaged with Migrant Help and paved the way for communication with the Home Office. After nearly two and a half months of perseverance, the matter was successfully resolved - the Home Office retracted its decision and reinstated Ms S's Section 95 support.

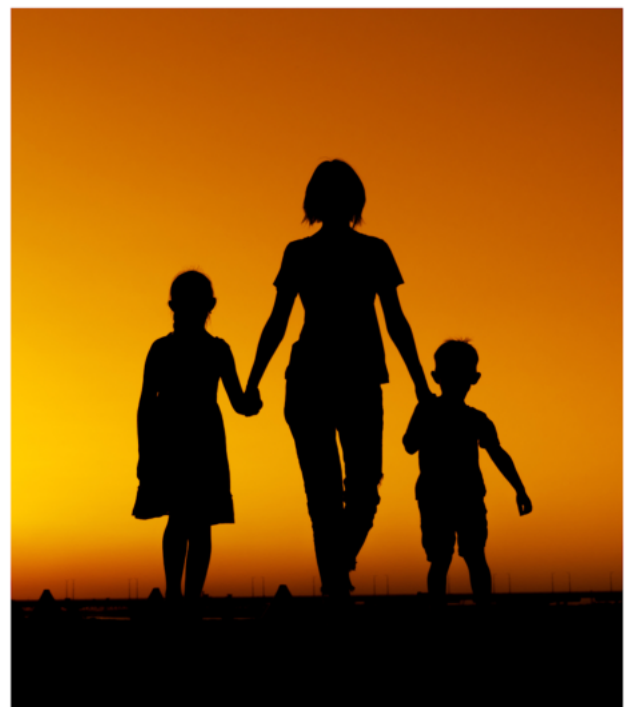
This case is highlighting both the complexity of asylum support systems and the power of unwavering advocacy. Through NCG's relentless dedication, coupled with Ms. S's determination, a long-standing difficulty was ultimately overcome, underscoring the organisation's commitment to standing by those navigating the complex journey of asylum-seeking and resettlement.

Case Study 4

Ms. X is a single mother, an asylum seeker, battling mental health issues and navigating the weight of multiple cancer diagnoses. With the responsibility of nurturing three bright young boys, her journey was marked by stress and the pressing concern for her children's welfare. The boys had endured a year without education while residing in a London hotel, awaiting a looming transition by the Home Office to dispersal accommodation. Their journey took a turning point when the family was relocated to Barry House Hotel.

In addition to securing school placements, the adviser assisted the children in obtaining Zipcards for convenient transportation, allowing them to commute with ease. Recognising the importance of sustained health access, an HC2 card was procured for Ms X, ensuring her continued access to essential healthcare services and medication. NCG's proactive intervention bore fruit in the form of transformative outcomes for Ms X and her boys. The boys thrived in their new educational settings, showcasing remarkable performance and the promise of A's and A* grades in their exams. However, with the prospect of a new home, the children still awaited placement in a school. This is when Ms. X reached out to New Citizens' Gateway (NCG) seeking guidance and support. Swift and determined,

the NCG adviser took immediate action by engaging with the Southwark Admission Team. The response was encouraging, resulting in the swift placement of the boys in schools conveniently situated near their new residence. This initiative not only ensured the continuity of their education but also alleviated the mother's concerns.



The ongoing relationship between NCG and the family revealed a heart-warming success story. Ms. X expressed her gratitude and contentment, embracing the positive impact on her family's overall well-being and educational prospects. This case serves as a testament to the unwavering commitment of NCG to advocate, empower, and uplift those in need, ultimately fostering brighter futures within the community.

Case Study 5

Dr. F is a refugee medical doctor from Afghanistan. He found himself compelled to leave his homeland due to the turmoil it was facing. Despite the heart-wrenching decision to leave his wife and children behind, he embarked on a journey to the UK. This decision marked one of the most challenging periods in his life, as he grappled with adapting to a new environment, culture and system. Upon his arrival, he submitted an asylum application and was accommodated in one of the Barnet hotels by the Home Office, a hotel supported by NCG. Even though Dr. F was able to speak English when he came to the UK, this ability didn't give him a complete advantage. He struggled to understand the complexities of a new way of life and a very different healthcare system. But the biggest challenge he encountered was that the UK didn't recognise his qualifications as a doctor resulting in a profound sense of professional inadequacy and a loss of his established identity.

Dr. F's encounter with NCG was through attending one of our IAPT workshops where he was introduced to the organisation's holistic model and activities to support vulnerable members of society. Recognising the potential for growth and assistance, Dr. F decided to contribute as a volunteer interpreter, later receiving training to become a volunteer advisor. NCG's commitment to empowering individuals like him became evident as they offered him the opportunity to enrol in a six-month Occupational English Test (OET) course. This course, conducted in collaboration with the Association of Afghan Healthcare Professionals, aimed to enhance the language proficiency of healthcare professionals by evaluating their communication skills within a practical workplace context.



"I would like to take this opportunity to express my deep appreciation for the NCG management and staff for their invaluable services to those in need.

A special mention goes to Ms. Farida Stanekzai, whose encouragement has been instrumental in my OET exam preparation and enrolment for the PLAB exams."

With dedicated effort and unwavering support from NCG, Dr. F successfully passed the OET examination. This achievement positioned him for his next milestone: enrolling for the Professional and Linguistic Assessments Board (PLAB) test, a critical step towards converting his medical qualifications and realising his dream of practicing medicine in the UK. By receiving his refugee status and being somewhat settled in the UK, Dr. F yearned to reunite with his family. However, the prohibitive costs of flight tickets for his wife and daughters presented a significant challenge. At this stage, NCG played a crucial role yet again. The organisation's operation team undertook efforts to raise funds through the Mercy Mission initiative, ultimately securing the necessary funds to cover the flight costs for Dr. F's family.

Today, Dr. F is joyfully reunited with his family, embarking on the next phase of his demanding journey: gaining recognition as a doctor in the UK. The difficult path that he has treaded, illuminated by the support and guidance of NCG, demonstrates the power of determination and community assistance. Dr. F's story stands as a testament to the potential of collaboration between organisations and driven individuals to overcome hard challenges.

Dr. F's journey from Afghanistan to the UK showcases the persistence of the human spirit in the face of adversity. NCG's commitment to empowering newcomers through skill development, language enhancement, and unwavering support has transformed his narrative. As Dr. F continues to navigate the complexities of medical recognition in his new home, his story serves as an inspiration to both individuals seeking to establish themselves in foreign lands and organisations striving to make a positive impact on their lives.

Case Study 6

BF, an asylum seeker from Kurdistan, Iran, arrived in the UK in mid-2022 at the age of 17 as an unaccompanied minor. Separated from his family against his will, his journey to the UK was perilous, marked by a dangerous channel crossing in a dingy to Dover. This harrowing experience had a profound impact on BF's mental well-being, leaving lasting emotional scars. Upon arrival, he sought asylum and was placed in semi-independent accommodation due to age assessment results. Adaptation to a foreign land, unfamiliar surroundings, and a new system and culture presented its own set of challenges for BF.

Referred to us by his accommodation provider, BF began attending our psychosocial activities. He found solace in participating actively in our Youth Club and football sessions, using these outlets as a means of coping with the challenges he faced. As months passed, BF's emotional trauma became more apparent so he was referred to our Youth Counselling Service. Over the course of 11 sessions, facilitated by a Farsi-speaking therapist, BF embarked on a journey of healing. Together, they explored healthy strategies to manage trauma symptoms and address mental health challenges. During a day trip to Brighton, he bravely opened up to the NCG Youth team, revealing that the sight of the sea triggered nightmarish

memories of his perilous channel crossing. BF's commitment to overcoming adversity shines brightly. He remains an active participant in NCG Youth activities and outings, with a particular enthusiasm for football. From the outset, he expressed aspirations of becoming a professional goalkeeper. His determination bore fruit when his team achieved first place (out of four) in our inter-organisational tournament with our partner organisation, Young Roots. This achievement brings him a step closer to realising his dream.

"the counselling sessions have been helpful, I feel seen and heard. I am very grateful for this service".

BF's story encapsulates the power of resilience and determination in the face of adversity. From surviving a treacherous journey to overcoming emotional trauma, his progress is inspiring. NCG Youth's holistic support, coupled with BF's own resilience, has paved the way for healing and growth. As he continues his journey, marked by accomplishments and dreams pursued, BF serves as a testament to the strength of the human spirit and the transformative impact of a nurturing community.

Case Study 7

PK, a determined refugee from Iran, embarked on a life-changing journey with his mother when they sought refuge in the UK at the age of 15. Full of energy and aspirations, PK's passions included learning, singing, and performing, with dreams of becoming a pilot. However, the onset of a degenerative motor neuron disease shortly after his arrival disrupted his life trajectory, affecting his learning abilities and communication skills. This unfortunate turn led to his withdrawal from college and traditional in-person classes, prompting the family to seek support from our advisory team. Subsequently, PK was referred to our youth team, marking the beginning of a transformative journey.

In January 2021, PK's participation in the NCG Youth Programme began. Considering his health condition and the prevailing COVID-related constraints, PK's engagement centred on our online ESOL lessons. Attending these virtual classes every week, he demonstrated remarkable progress, advancing to an advanced level of English proficiency. PK's medical diagnosis resulted in restricted mobility, necessitating his reliance on a wheelchair and a respiratory machine. Communicating through typing, which a computer then vocalised. His constant companions were two dedicated support workers and his mother. The challenges further escalated with the emergence of deteriorating eyesight, culminating in a necessary eye operation.

Throughout the past year, our youth team worked closely with PK's mother to ensure his participation in a variety of activities. Their collaboration aimed to enhance inclusivity and identify suitable in-person engagements aligned with PK's interests and capabilities.





'Fly with Me event helped accentuate my goal of flying'

The team proactively engaged with venues and organisers prior to outings, ensuring accessibility and tailored support to facilitate PK's participation. His engagement included enriching excursions such as tours of the UK Parliament, visits to the Royal Botanic Kew Gardens, a kite-making event at Parliament Heath, trips to Alexandra Palace Theatre in collaboration with Proud Places Heritage of London Trust, and an enlightening visit to the Natural History Museum.

PK's consistent presence in our Youth Club sessions, particularly his enthusiasm for intellectually stimulating subjects, stood out. This passion drove him to apply for membership in our Youth Council, contributing to the design and development of our youth program. Furthermore, PK's thirst for knowledge led him to the completion of the Future Leaders Programme. Displaying his musical talent, he graced our Eid celebration with guitar performances, a feat achieved through the guidance of his caregivers and guitar instructor.

PK's journey is characterised by ups and downs due to his health condition. However, the robust network of support and affection surrounding him, coupled with his unwavering determination, positions him as a beacon of pride and a source of inspiration within the NCG Youth project. His story encapsulates the essence of resilience and serves as a testament to the strength of the human spirit, enriching our community with his remarkable presence.



Annex 1: Advice Service Evaluation Form

Your Name (optional):

Date:

Please take the time to respond to the following questions. Thank you

Gender: Female Male Nationality _____

Age: Youth (Less than 21 yrs.) Adult (21-64 yrs.) Older Adult (65/or over)

1. Which Service did we help you with?

- Welfare Benefit/UC Housing/Homelessness Council Tax
 Disability Related benefit School /Registration Other_____

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



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



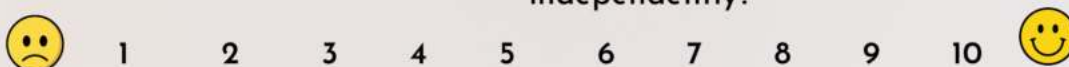
4. Did you feel you had the support and understanding of our advisers?



5. Did your problem get resolved as the result of our intervention?



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



7. Any comments?

.....

Annex 2: PHQ9 (Pre/Post)

PATIENT HEALTH QUESTIONNAIRE - 9 (PHQ - 9)				
Over the <u>last 2 weeks</u> , how often have you been bothered. By any of these following problems? (Use "✓" to indicate your answer).				
	Not at all	Several days	More than half the day	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleep too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself – or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3
FOR OFFICE CODING ___0___ + ___ ___ + ___ ___ + ___ ___ =Total Score: ___				
If you checked off <u>any</u> problems, how <u>difficult</u> have these problems made it for you to do your work, take care of things at home, or get along with other people?				
Not difficult at all <input type="checkbox"/>	Somewhat difficult <input type="checkbox"/>	Very difficult <input type="checkbox"/>	Extremely difficult <input type="checkbox"/>	

Annex 3: GAD 7 (Pre & Post)

GAD - 7				
Over the <u>last 2 weeks</u> , how often have you been bothered. By any of these following problems? <i>(Use "V" to indicate your answer).</i>	Not at all	Several days	More than half the day	Nearly every day
1. Feeling nervous, anxious or on edge.	0	1	2	3
2. Not being able to stop or control worrying	0	1	2	3
3. Worrying too much about different things	0	1	2	3
4. Trouble relaxing	0	1	2	3
5. Being so restless that it is hard to sit still	0	1	2	3
6. Becoming easily annoyed or irritable	0	1	2	3
7. Feeling afraid as if something awful might happen	0	1	2	3
FOR OFFICE CODING <u> 0 </u> + <u> </u> + <u> </u> + <u> </u> =Total Score: <u> </u>				

Annex 4: Counselling Service Satisfaction Survey

Your Name (optional):

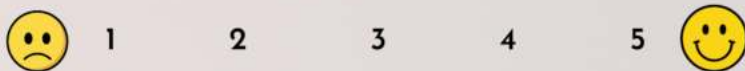
Date:

Please take the time to respond to the following questions. Thank you.

Gender: Female Male Nationality _____

Age: Adult (21-64 yrs.) Older Adult (65/or over)

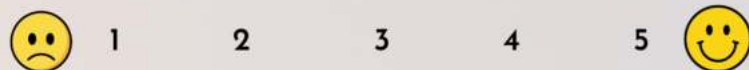
1. How easy was it for you to access our service?



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



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



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



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



6. Any comments?

.....
.....

Annex 5: IAPT Psycho-educational Workshops

Topic:

Date:

Facilitator:

Please tick the box that best describes your experience of the workshops.

Name:

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

Please circle the appropriate number to indicate how much you think the workshop was useful to you, with '1' being 'nothing' and '5' being 'a lot'.

1. The workshop objectives were described clearly?



2. The workshop was well organised?



1

2

3

4

5



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



1

2

3

4

5



4. The workshop increased my knowledge about the topic



1

2

3

4

5



5. The workshop helped me to manage my mental health issues relevant to the topic



1

2

3

4

5



Is there anything that you felt was missing and that you would like to add in the programme?
Please use this place to make your comments.

Annex 6: 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											

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 7: NCG ESOL classes Impact Evaluation (Pre & Post)

Please tick once for each statement.

Name:

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

Questions	1	2	3	4	5
I am confident speaking in English					
I can read well					
Writing is easy for me					
I feel confident speaking in class					
I feel confident to talk to strangers in English					

1 = Not at all

5 = Perfectly

Annex 8: NCG ESOL classes Satisfaction Evaluation (Pre & Post)

Questions	1	2	3	4	5
The English class helped me improve my confidence in speaking					
The teacher was very helpful and explained things clearly					
I got a lot of support from my teacher.					
I felt comfortable in the environment I was in whilst my child was looked after					
I enjoyed my English class at NCG					

1 = Not at all

5 = Excellent

Annex 9: NCG OET sessions Impact Evaluation (Pre & Post)

Please tick the box that best describes your competence level

Name:

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

Questions	1	2	3	4	5	6	7	8	9	10
How would you rate your occupational English-speaking level										
How would you rate your occupational English listening level										
How would you rate your occupational English reading level										
How would you rate your occupational English writing level										
How confident are you to book your OET test										

1 = No, not at all

10 = Yes, definitely

Annex 10: NCG Mums and Tot's ESOL classes Impact Evaluation (Pre & Post)

Please tick once for each statement.

Name:

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

Questions	1	2	3	4	5
I am confident speaking in English					
I can read well					
Writing is easy for me					
I feel confident speaking in class					
I feel confident to talk to strangers in English					

1 = Not at all

5 = Perfectly

Annex II: 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 12: 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 13: NCG Volunteering Impact Evaluation

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? Or do you have a stronger sense of community belonging?										

1 = No, not at all

10 = Yes, definitely


Comments:

.....

.....

Annex 14: NCG Volunteer's Satisfaction Survey

How would you rate your overall experience at NCG?

 1 2 3 4 5 6 7 8 9 10 


How satisfied did you feel after you started volunteering?

 1 2 3 4 5 6 7 8 9 10 

How likely are you to recommend our volunteer opportunities to friends, co-workers, or family?

 1 2 3 4 5 6 7 8 9 10 

How satisfied did you feel after your induction for your assigned volunteer role?

 1 2 3 4 5 6 7 8 9 10 

How valued did you feel as a member of our organisation?

 1 2 3 4 5 6 7 8 9 10 

How likely are you to continue volunteering with us?

 1 2 3 4 5 6 7 8 9 10 

Please rate the support you received from management.

 1 2 3 4 5 6 7 8 9 10 

What was the best aspect in your volunteering at NCG?

.....
.....
.....

What do you could have been done differently in your experience?

.....
.....
.....

Please rate NCG (your contact at the organisation) communication level with you as a volunteer

.....
.....
.....

Annex 15: NCG Tuition Evaluation (Pre & Post)

Please take the time to respond to the following questions about your child's education. Your responses will help us to develop our tuition program for the future.

Name:

Age:

Questions	1	2	3	4	5	6	7	8	9	10
How confident is your child in his/her English class at school?										
How confident is your child in his/her Maths a class at school?										
How confident is your child about understanding his/her schoolwork?										

How much do you rate the proficiency of the tutor?



1

2

3

4

5

6

7

8

9

10



Is there anything that you felt was missing and that you would like to add in the programme?
Please use this place to make your comments.

.....

.....

.....

Annex 16: NCG Gardening Evaluation (Pre & Post)

Please take the time to respond to the following questions. Your responses will help us to develop the workshop for the future.

Below are some statements about your feelings and thoughts. Please tick the box that best describes your experience of the allotment.

Name: _____

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

STATEMENTS	1	2	3	4	5	6	7	8	9	10
There is somebody I can talk to when I feel low										
I have met many new people from different parts of the world										
I can share my culture with other people										
I manage to spend a quality time outdoor										
I have the chance to exercise to improve my physical Health										

1 = No, not at all

10 = Yes, very much

How much do you rate the facilities we have at the allotment?

1 2 3 4 5 6 7 8 9 10

How much do you rate the proficiency of the volunteer gardener?

1 2 3 4 5 6 7 8 9 10

Is there anything that you felt was missing and that you would like to add in the programme? Please use this place to make your comments.

.....

.....

Annex 17: NCG Women's Group Evaluation (Pre & Post)

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

STATEMENTS	1	2	3	4	5	6	7	8	9	10
There is somebody I can talk to when I feel low. I feel less isolated and more involved in the community										
I have met many new people from different parts of the world and enjoy being with others										
Socialising with others and sharing my culture with others made me feel good and happy										
The activities were therapeutic, informative and useful										

1 = No, not at all

10 = Yes, very much

How much do you rate the usefulness of the talks/workshops?

 1 2 3 4 5 6 7 8 9 10 

How much do you rate the facilities we have at the venue?

 1 2 3 4 5 6 7 8 9 10 

How much do you rate the proficiency of the volunteers?

 1 2 3 4 5 6 7 8 9 10 

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

.....

.....

Annex 18: NCG Residential Retreat Evaluation (Pre & Post)

Below are some statements about feelings and thoughts.

Please tick the box that best describes your experience of the Residential Retreat.

Name:

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

STATEMENTS	1	2	3	4	5	6	7	8	9	10
This activity makes me feel good about myself and feel more positive										
Being with others makes me feel I am not on my own. I feel close to others										
I feel more relaxed and energised										

1 = No, not at all

10 = Yes, very much

How would you rate your overall experience on this event?

 1 2 3 4 5 6 7 8 9 10 



How much do you rate the proficiency of the facilitators?

 1 2 3 4 5 6 7 8 9 10 


How would you rate your improvement of mental health as a result of participating in this event?

 1 2 3 4 5 6 7 8 9 10 

How much do you rate the quality of workshops and activities during the retreat?

 1 2 3 4 5 6 7 8 9 10 

How much do you rate the venue?

 1 2 3 4 5 6 7 8 9 10 

Annex 19: NCG Yoga Evaluation (Pre & Post)

Below are some statements about your feelings and thoughts. Please tick the box that best describes your experience of the Yoga session.

Name:

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

STATEMENTS	1	2	3	4	5	6	7	8	9	10
How calm do you feel?										
How positive do you feel?										
How relaxed are your muscles?										

1 = No, not at all

10 = Yes, very much

Comments

How much do you rate the proficiency of the trainer?


1
2
3
4
5
6
7
8
9
10


Is there anything that you felt was missing and that you would like to add in the programme?
Please use this place to make your comments.

.....

.....

.....

Annex 20: NCG Citizenship works shops Evaluation (Pre & Post)

Below are some statements about your feelings and thoughts. Please tick the box that best describes your experience of the Citizenship workshops.

Name: _____

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

How much do you know about?	1	2	3	4	5	6	7	8	9	10
Education System in the UK										
Health System in the UK										
British values/Dos and Don'ts										

1 = No, not at all
10 = Yes, very much

How useful do you think these workshops were useful?


1
2
3
4
5
6
7
8
9
10


How much do you rate the proficiency of the trainer?


1
2
3
4
5
6
7
8
9
10


Is there anything that you felt was missing and that you would like to add in the programme?
Please use this place to make your comments.

.....

.....

.....