



ANNUAL REPORT

2020 - 2021



Barnet Refugee Service
Monday - Friday 9am - 5pm

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Co Ltd by Guarantee: 5243595



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Foreword

From the Chair



The financial year 2020/21 has been marked by the impact of Covid-19. Globally, forced migrants have become stranded due to closed borders. As a consequence, the UK saw a significant reduction in the number of asylum seekers. But the lockdown restrictions have imposed a whole new set of challenges for asylum seekers and refugees, increasing isolation, slowing the asylum process and impeding all services that provide them with support. These restrictions made it doubly difficult to seek help, to help themselves, or to start on the road of integrating into UK life.

In March 2020, in response to the first lockdown, the BRS Team transformed the organisation effectively overnight from office-based to online while still maintaining the ongoing service. The levels of creativity and initiative have been breath taking. While some organisations closed their doors, this team of dedicated and disciplined staff and volunteers pulled off a remarkable feat of transformation. We also expanded our outreach service so as to support those confined to refugee hotels and we supported the NHS vaccination programme to reach and communicate with our more isolated clients. I would like to thank each and every one of our staff for what they have achieved. It is inspiring. This thanks extends equally to our 100 volunteers whose work also had to transform overnight and whose work enables BRS to have the considerable social impact that it does.

Our funders have shown great flexibility as programmes were forced to change and some work was delayed. We were also provided with considerable support to meet the costs of converting to an online service. We are very grateful to our many generous funders for their flexibility and continued support through this challenging time. In parallel, the EU AMIF funding has enabled us to continue the step change in the level of service we provide.

As for new trustees, we are pleased to announce that Dr. Penny Trafford joined the Board of Trustees in April 2020. Penny is a retired General Practitioner and an Associate Director within the NHS London Deanery. We are delighted to have Penny on board.

We see the coming year as a combination of challenges and opportunities. Uncertainty continues in respect of further waves of Covid-19 infections and the easing or tightening of restrictions. This uncertainty coupled with a tightening government immigration policy makes it increasingly difficult for asylum applications to be processed and for these asylum seekers and refugees to be properly supported as they try to rebuild their lives in the UK. We see opportunities to reach a wider base of clients and to be more cost effective through our new digital skills and abilities. Our team continues to grow, adding new skills and capabilities to serve our clients. We also plan to adopt a new working name of New Citizens' Gateway to reflect the wider reach of our organisation. Our team is clear about the importance of their work. I am wholeheartedly confident of this team's ability to adapt to and overcome any challenges that they may face and I look forward with confidence to the year ahead.

Conor Doyle
Chair

CEO's Message



Every year as I reflect on the previous 12 months, I consider how refugees and people seeking asylum have been affected and the impact of this on our work at Barnet Refugee Service (BRS). And what a strange and dramatic year it has been—not just for UK or for people seeking asylum and refugees—but for everyone, right around the world.

As the world prepared to kick off 2020 in this joyful spirit, we had little idea of what the year ahead would bring. The COVID-19 pandemic began to take hold, reaching UK in early 2020. Here at BRS, we knew this was particularly worrying for refugees and people seeking asylum. The pandemic and associated economic fallout have had a dramatic impact on these groups. It has affected those at every stage in the process: from asylum seekers kept in hotels in London waiting to be dispersed, people stranded in detention centres and unable to observe social distancing to those unable to reunite with family members.

During this period many charities saw their entire business model removed overnight and that meant that many organisations including BRS were left facing increased demand for their services from vulnerable communities in need of unparalleled levels of support. Since March 20, therefore, much of our work has pivoted to respond to this crisis and effectively advocate with and for these communities.

And yet, despite these dark days, we always find cause for hope when reflecting upon UK's refugee movement. We are lucky to have an abundance of committed, caring, intelligent and determined people in our community who strive for justice for refugees and people seeking asylum, many of whom have lived this experience themselves. Our staff, board of trustees and wonderful volunteers never cease to impress us with what they achieve through their boundless energy and dedication. Despite being a relatively small team, it is always a challenge to fit 12 months of our work within these pages.

One thing I am particularly proud of at BRS is our absolute commitment to supporting our clients under any circumstances and our flexibility to adapt. Our team quickly adapted and innovated to meet the changing circumstances that came with the pandemic and national lockdown. Digitalising our Face-to-Face programs and projects allowed us to reach out to a larger number of vulnerable clients. In the pages that follow, you can read about all these projects and more. I am extremely proud of the work our staff and volunteers managed to do throughout this challenging year and I thank them and appreciate their hard work and dedication.

My special gratitude goes to the Board of Trustees and in particular our Chair, Conor Doyle, and our Treasurer, Ponusamy Karunaharan, who gave me and the team on-going guidance, support and motivation, while shaping a new way of working.

On behalf of the team and all our clients, I would also like to express our sincere thanks to all our funders who were very understanding and supportive during this difficult period. In particular I would like to thank funders who provided us with COVID funds enabling us to provide our services to a larger number of clients. This includes National Lottery Community Fund, Barnet Council,

the City Bridge Trust, The London Community Fund, Respond & Adapt Program, Barrow Cadbury and many other small funders.

Last but not least, my deep-felt appreciation goes to the most important people—our supporters. You have stood by our side through the most difficult of times. You have taken countless actions—big and small—to welcome people seeking safety in the UK and tried to make it easier for them as COVID spread. Without you, we could not achieve what we have, and we are so grateful for your support. You joined us in sending a loud and clear message to people seeking asylum—you are welcome here! For those who have had to leave everything behind, it means a lot.

By continuously putting the needs of people we are serving first, we continue to strengthen the reputation of the organisation and ensure we do not deviate from our objectives. I am so very appreciative and grateful to all who take the extra effort to reflect with me on our work to help BRS continue to be a place of hope for the many who have lost their homes and had to flee their homelands.

Nazee Akbari
Chief Executive Officer

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Despite these
dark days,
we always
find cause for
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upon the
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movement.

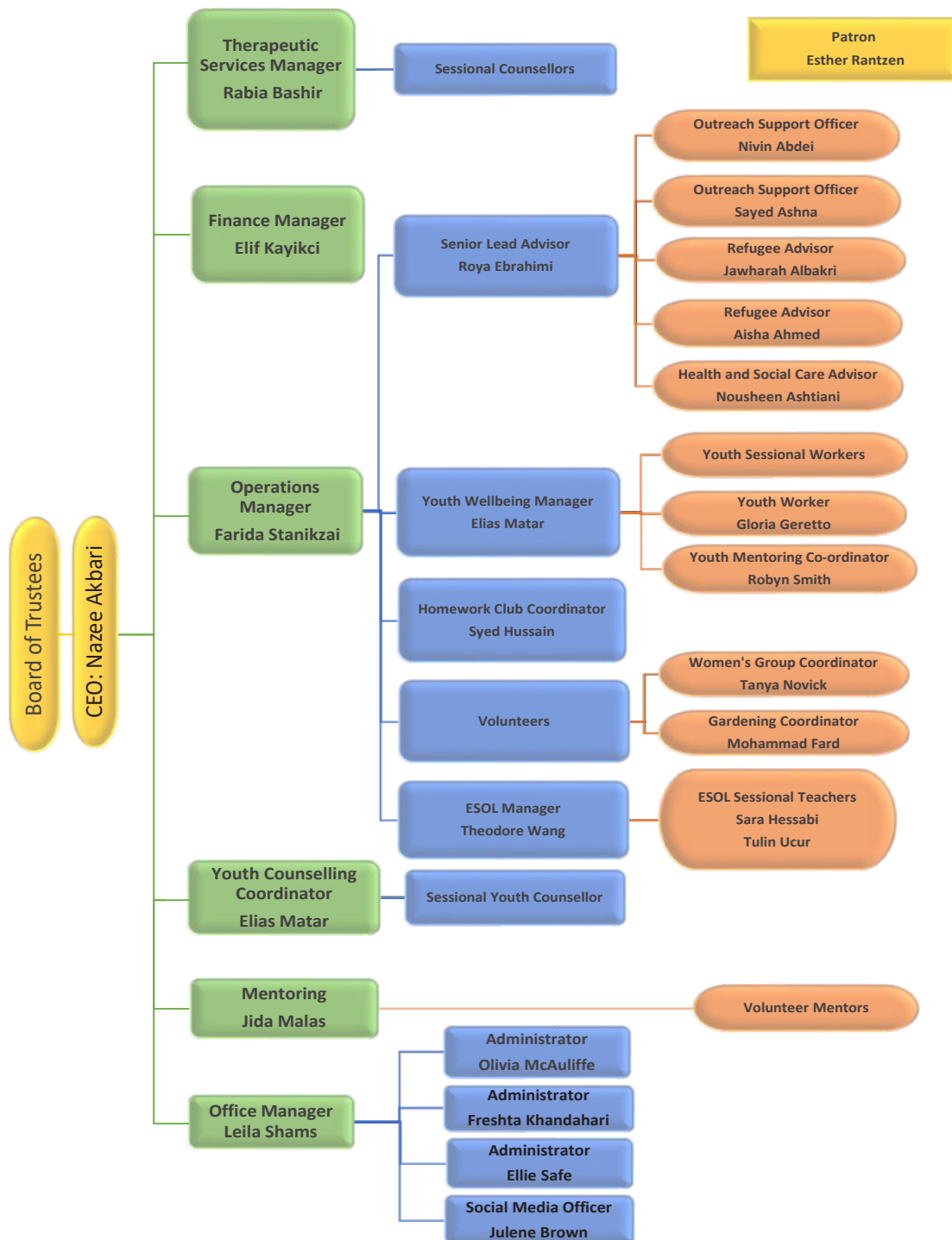
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Organisational Chart

Trustees Serving in 2020-2021

Conor Doyle (Chair)
 Ahmad Hashemy (Secretary)
 Helal Attayee
 Sanjiv Ahluwalia

Ponusamy Karunaharan (Treasurer)
 Golnar Bokaei
 Ammar Bajboj
 Penny Trafford

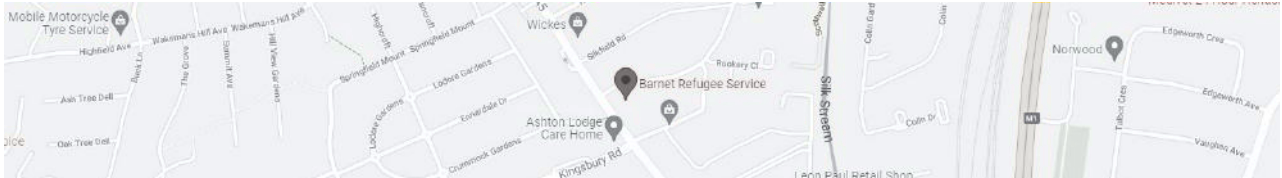


CEO's Report

Annual Report for the Year 2020/21

This document accompanies the Annual Accounts, copies of which are available on request.

Introduction



Barnet Refugee Service is situated at:

8th Floor

Hyde House

The Hyde

London NW9 6LH

Telephone: 020 8905 9002

Fax: 020 8905 9003

Email: advice@b-r-s.org.uk

Website: www.b-r-s.org.uk

Registered Charity: 1107965

Company Ltd by Guarantee: 5243595

Incorporated as company September 2004

Our Memorandum and Articles of Association are available for inspection at our office.

Financial Statement

A summary of our externally examined accounts for the year ending 31st March 2021 can be found on page 52.

The Board of Trustees are satisfied with the performance of the charity during the year and the position at 31st March 2020 and considers that the charity is in a position to continue its activities during the coming year, and that the charity's assets are adequate to fulfil its obligations.

It is the policy of the trustees that reserves to cover three months' operating costs plus potential redundancy liabilities will be built as soon as is practically possible. The minimum reserves will be two months' operating costs.

Current Funding

Funds from the following funders were received during the year and have been utilised towards achieving our aims:

- NHS Barnet (CCG)
- National Lottery Community Fund (NLCF)
- The European Fund (AMIF)
- The City Bridge Trust
- The Youth Londoners Fund
- Children In Need
- The Lloyd Foundation
- The One to One Children Fund
- The Leathersellers' Fund
- The Barrow Cadbury
- London Community Foundation
- The Respond and Adapt Program
- Barnet Council
- Space To Grow Fund
- The London Catalyst
- London Churches Refugee Fund

Our History

Barnet Refugee Service is a charitable organisation formed by the merging of two projects established in 1997; the Refugee Health Access Project and Homeless Action in Barnet - Asylum Seekers Project. Barnet Refugee Service has been an independent charity since April 2005.



Our Ethos

BRS, an independent charity since April 2005, works in partnership with individuals and agencies to improve the quality of life and promote the physical, social and mental well-being of asylum seekers and refugees who live work or study in or near the London Borough of Barnet and neighbouring boroughs.

At the core of our service delivery is our belief in the positive contribution refugees and asylum seekers can make within a culturally and ethnically diverse society. BRS is committed to involving asylum seekers and refugees in the planning, decision making and activities of the charity, believing this is the best way to achieve its aims.

Statement of Values

Barnet Refugee Service believes that everyone is born equal and that asylum is a fundamental human right. We recognise that many people in our society experience discrimination or lack of opportunity for reasons which are not fair. These include: race, religion, creed, colour, national and ethnic origin, immigration status, political beliefs, gender, sexual orientation, age, disability (including mental illness), HIV status, marital status, responsibility for dependants, appearance, geographical area, social class, income level or 'criminal' record.

Barnet Refugee Service will challenge discrimination and lack of opportunity in its own policy and practice and will help other organisations and individuals to do the same.

Barnet Refugee Service aims to create a culture that respects and values each others' differences and sees these differences as an asset to our work, as they improve our ability to meet the needs of the organisation and the people we serve.

A summary of the objectives of the Charity as set out in its governing document:

Our charity's objects, as defined in the Memorandum of Association are:

1. To preserve and protect the physical and mental health of those who are seeking asylum or who are granted refugee status and their dependents living, working or studying (temporarily or permanently) in England and Wales (hereinafter, the 'Beneficiaries').
2. To advance the education and training of those persons defined in Object 1 as Beneficiaries.
3. To advance the education of the public in general about the issues relating to refugees and those seeking asylum.
4. The relief of financial hardship to those persons defined in Object 1 as Beneficiaries.
5. The provision of facilities for recreation or other leisure time occupation with the object of improving the conditions of life of those persons defined in Object 1, who have need of such facilities by reason of their youth, age, infirmity or disablement, financial hardship or social and economic circumstances.

Our charity's aims including the changes or differences it seeks to make through its activities:

1. To provide information, advice and support services to asylum seekers and refugees
2. To help promote equality of access to health care, social care, housing, legal representation, education and training for asylum seekers and refugees.
3. To provide and enhance educational and employment opportunities available for asylum seekers and refugees.
4. To increase awareness of the needs, rights and entitlements of asylum seekers and refugees in relation to health, social care, housing, training, education and employment.
5. To act as an information resource for statutory agencies, voluntary organisations and the wider community.
6. To ensure that service providers deliver culturally sensitive and appropriate services to asylum seekers and refugees.
7. To assist destitute and/or homeless refugees and asylum seekers to access emergency food and support.
8. To help refugees and asylum seekers overcome isolation and regain their confidence and self-esteem through social activities and structured projects thus enabling them to integrate into society.
9. To significantly influence local and national strategies and policies with regard to refugees and asylum seekers.
10. To provide volunteering opportunities for refugees and asylum seekers (including young people) to develop their skills and help them to access higher education and employment.
11. To provide emotional and social activities to young refugees and asylum seekers to develop their confidence and skills.
12. To provide emotional support through psychosocial activities, counselling and ecotherapy with the aim to improve the mental and physical wellbeing of our clients through doing outdoor activities in nature.

Fundraising Strategy

The Board of Trustees has established a Finance Committee who develop and monitor the progress of their fundraising strategy. It is the aim of BRS to meet its funding needs through several funding bodies.

Our Finance Committee works hard to maintain the funding stream through donations and funding from trust funds, government bodies, members, local businesses and organizations and the general public.

Donations

We received £69,886 from individuals, organisations and faith groups. Our special thanks go to one of our supporters who made a generous anonymous donation of £3,500 again. In addition, we received a cash donation of £10,000 from Mr & Mrs. Demashkieh, £13,000 from Latter-day Saints Charities, and £2,135 from Bushra Chaudhry for newly arrived asylum seekers and refugees. On behalf of our clients we are extremely thankful for their generous donations. Our special thanks also goes to the Mercy Mission who kindly donated £8,247.29 for two families.

During the year, food was donated from numerous churches, temples and synagogues and food banks which enabled us to give out food parcels to destitute asylum seekers. In particular, we would like to thank Mrs. Jodi Mishcon, who continued supporting the the Big Shop Appeal for Barnet Refugee Service and managed to get 52 sponsors to spend £100 each on weekly shopping for our destitute clients. Jodi also took responsibility for doing the shopping on a regular basis and getting it delivered to our office. For our end of year party, we were donated many gifts from various sources including faith groups and local schools and members of the public and we thank them all.

In addition to the above, our special thanks go to the following faith groups, local businesses, and individuals who supported us either by cash or donation in kind:

Harrow Food Bank, Khavatin Muslim Ladies, Kol Nefesh Masorti Synagogue, Pakistan Ladies Group, The Sacred Heart Church Mill hill, St. Mary at Finchley, Hendon Mosque, the Trinity Church in Colindale, Goods for Good, The Trinity Church in North Finchley, Gail's Artisan Bakery, Hampstead Garden Suburb Synagogue, Kew Garden Community Membership, The Betty Messengers, Creater of Promise of Hope, North London Ismaili Civic, Addleshaw Goddard LLP, Care4Calais, Barnet Stand Up To Racism, Young Barnet Foundation, Barnet Food Hub, Living Way Ministries, Button and Bows, Groundswell Project, Wavelength, Groundwork London and many more.

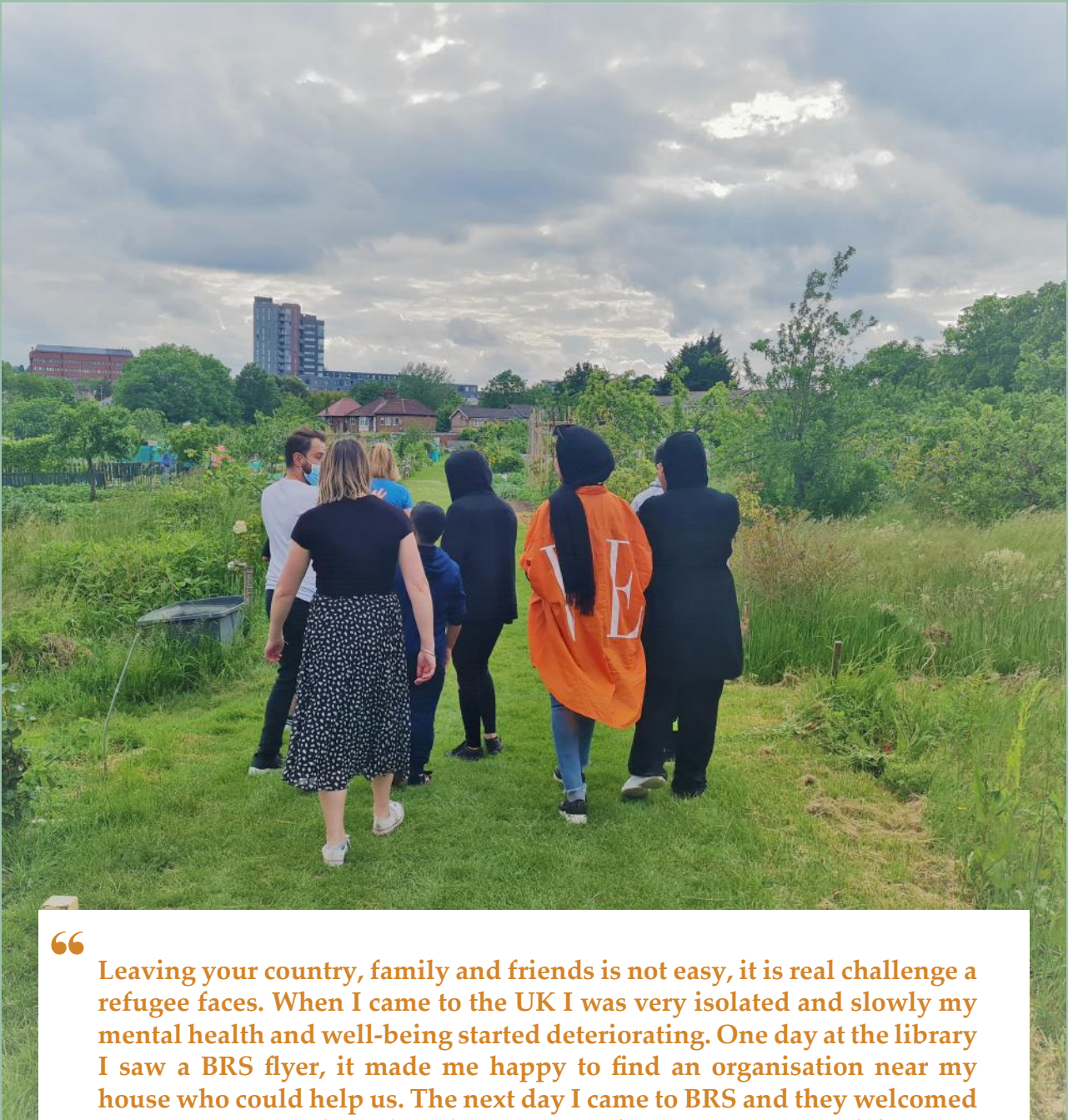
It was not practical to value the total in kind donations but we believe the retail value to be in excess of £40,000.

Small Grants for Individuals

Refugees, and in particular destitute asylum seekers, can be some of the most vulnerable members of our society. Some of them are not entitled to any support and for those who are, they might still be living below the poverty line. We are delighted that we managed to raise around £7,894 in cash and £1,370 (in vouchers) of financial support for desperate individuals and their families who had nowhere to go and had given up hope.

This was only possible with the support of: The National Zakat Foundation, The Catholic Women's League, Khavatin Muslim Ladies, Pakistan Ladies Group, Little Squares of Hope, Mark Novick-Hardship, Aralbridge Ltd, Young Barnet Foundation, St John's United Reformed Church, Ruth Hayman Trust, The Bernard Charitable Trust, The Churches Together and many individual donors. The small grants covered the costs of education and training, household items, emergency shelter for DV victims, medical and mobility fees, IT equipment and subsistence. On behalf of our clients we thank them all for their on-going support.





“

Leaving your country, family and friends is not easy, it is real challenge a refugee faces. When I came to the UK I was very isolated and slowly my mental health and well-being started deteriorating. One day at the library I saw a BRS flyer, it made me happy to find an organisation near my house who could help us. The next day I came to BRS and they welcomed me very warmly and made me an appointment to see an adviser.

I felt like I was home.

I have been part of the BRS Women's Group for 2 years now, it is so relaxing to do artwork and attend the workshops. I enjoy the yoga classes and going to the allotment to cook and eat together with people from different countries.

”

Client Testimonial

Advice Team



BRS has a long history of advice provision to refugees and asylum seekers through our holistic model of support. We provide advice, information and support to refugees and asylum seekers on a variety of issues, promoting equal access to services, particularly health. We advised over 1500 clients, which includes over 723 new clients and handled over 13,000 enquiries across services. Our special thanks must go to our many funders who supported our holistic model of support and in particular those who supported our advice provision, including National Lottery Community Fund, The Lloyds Foundation and the European Union's Asylum Migration and Integration Fund (AMIF).

It is estimated that the charity sector has lost billions in income as an immediate consequence of the COVID pandemic. The number of referrals to our advice team tripled during the lockdown which has put extra pressure on our small team of advisors. Our special thanks must go to all our advisors who managed to keep the service going despite all its challenges.

Health and Wellbeing

As a member of Barnet Wellbeing Hub, much of our work is directly health focused. For example, within our advice work, we saw clients with over 2,500 health related enquiries. During the 2020/21 our health focused activities included:

- Expanding on our "Holistic Model of Support" targeting the better mental wellbeing of refugees and asylum seekers
- Mental health support project supporting young refugees
- Running ESOL classes with emphasis on vocabulary for visiting the doctor and health related subject
- An active planning group member for organizing the Barnet Mental Health Event
- Policy work with NHS: Focusing on our client group, our views and opinions will help NHS North Central London deliver equitable commissioning and help to meet our public sector equality duties.
- Ecotherapy activities i.e. gardening to support those with mental health issue in a green environment and providing workshops on food and nutrition for our clients
- Providing one-to-one emotional support/counselling and group work
- Psycho-educational workshops through IAPT provision

- A series of therapeutic weekly activities for refugee women with mental health problems, victims of DV, torture and rape, through our Jasmine Women's Group. i.e. music therapy, yoga, mindfulness, art & craft, poetry, dance etc.
- Close partnership work with researchers i.e. the Brunel University, UCL and Anglia Ruskin University
- Active membership in supporting the Barnet Wellbeing Hub.
- Sharing our "Holistic Model of Support" with professionals through Health Care conferences organised by The Tavistock & Portman NHS Foundation Trust
- Provision of Counselling Service at a local GP surgery

In addition to the above, BRS has been actively involved in NHS Barnet's different activities to promote better health within the community i.e. Health Watch, World Mental Health Day event.

We are a resource to be drawn upon by health professionals, in order to assist them to support this client group, and understand better the needs of asylum seekers and refugees. We were closely involved in the policy work around the provision of counselling and psychotherapy services for refugees and asylum seekers including young refugees.

Our Achievements at a Glance

Through the provision of our Holistic Model of Support, we have met or exceeded all of the targets agreed with our funders which include:

- Over **3,000** clients accessing all our services with **723** new clients
- Over **13,000** advice/general enquiries ●
- Emergency food parcel provisions to over **1,000** clients
- COVID food parcels dropped to **319** clients ●
- **27** mindfulness workshops to support staff during COVID
- **35** yoga sessions with 10 participants from Jasmine Women's Group ●
- **12** art and craft workshops with **12** participants on average
- **1** traffic light tapping workshop with **11** participants ●

- **27** gardening sessions with **78** asylum seekers and refugees

COVID-19 awareness workshop for Jasmine Women's Group ●

- Suicide prevention workshop with refugees and asylum seekers for Mental Health Awareness Day

11 citizenship workshops to over **100** clients ●

- **120** online youth club sessions

Over **159** young people involved in our successful youth activities ●

- Over **1,450** one-to-one counselling sessions provided to **145** clients

Over **132** sessions of couples therapy to **11** couples ●



- **299** one-to-one youth counselling sessions provided to **23** young people

126 active volunteers supported BRS' many activities and services ●

- **53** clients and volunteers were assisted with CV writing, volunteering opportunities and online job searching

11 volunteers managed to get into paid employment ●

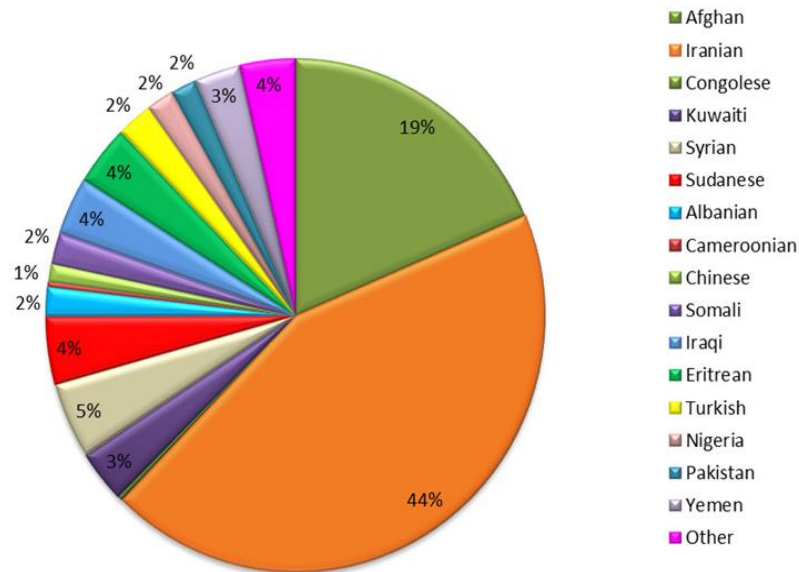
- Over **156** students attended **11** ESOL classes

25 football club sessions ●

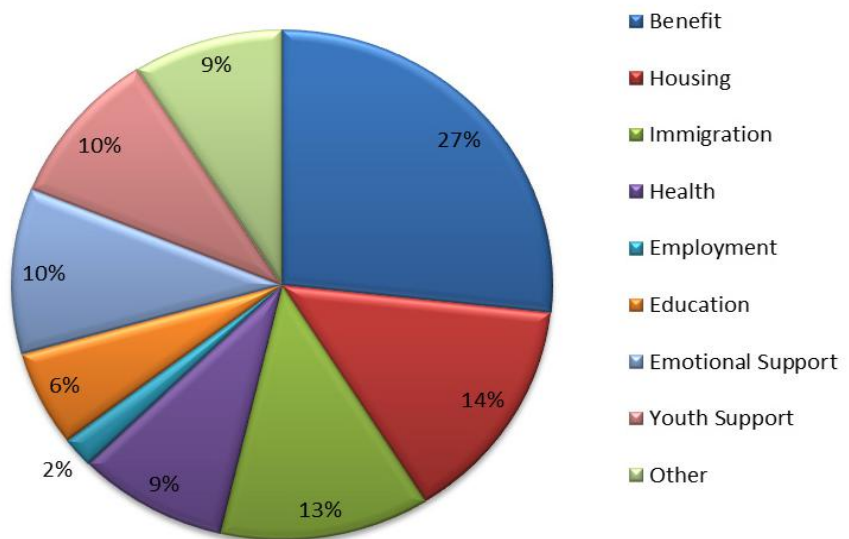
- **50** refugee children had weekly tutoring sessions (KS1-KS4) in Maths and English

Who Are Our Clients?

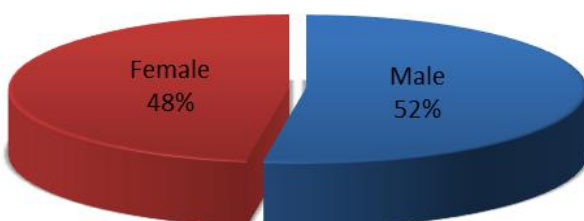
**Where Our Clients Come from?
2020-21**



Enquiry Areas 2020-2021



**Clients by Gender
2020-21**



Client Satisfaction

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

Last year we collected feedback from clients who were randomly selected from our database. 6 Volunteers were trained to do the questionnaire over the phone. Overall, 150 clients were contacted and 97 questionnaires were completed. Given that over the past year we have faced a global pandemic and our face-to-face activities were suspended, we are pleased that our response rate was a healthy 65%.

Satisfaction with Service:



Many positive comments on all services giving thanks to staff



Repeatedly most useful is filling out forms and giving advice



ESOL classes very useful



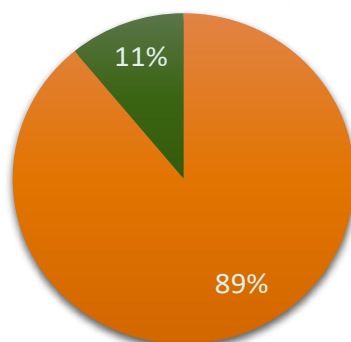
Good onward referrals to external agencies



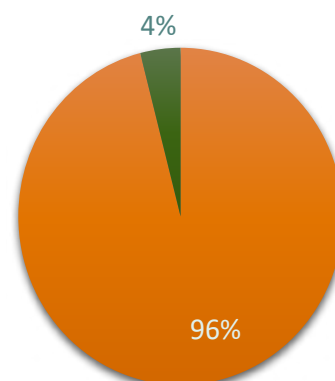
Particularly helpful staff speaking clients' languages

	Agree	Disagree
I feel welcome and respected at BRS	96%	4%
I am pleased with my ability to communicate with BRS in a language I know	97%	3%
I feel comfortable asking questions about BRS's services	94%	6%
BRS staff respond well to my requests	91%	9%
The mix of services that BRS offers meets my needs	89%	11%
The referrals that BRS provides meet my needs	88%	12%
I feel included at BRS events	84%	16%
I feel my feedback about the services is valued	92%	8%

The mix of services that BRS offers meets my needs



I feel welcome and respected at BRS



Agree
Disagree

Outreach Team



Asylum Seekers Placed in London Hotels

With the various travel restrictions, a large number of asylum seekers arriving through the Southeast ports, were placed in London hotels. As a result, our Advice Team became extremely busy with receiving additional calls from referral agencies and individual clients, needing our support in various hotels in London. At the end of February 2021, approximately 8,700 asylum seekers were living in over 90 hotels across the UK.

We soon realised that most Asylum Seekers were unaware of their basic rights and had no voice or the language level to get help with their basic essentials, warm clothing and finding legal representative.

Being a refugee organisation in Barnet and close to several hotels with hundreds of asylum seekers in the close vicinity, we felt the urge to mobilise the local communities; London Borough of Barnet, NHS, local faith groups and various charities, foodbanks and private organisations to come together to find a sensible solution to tackle the needs of asylum seekers.

Through the financial support of L.B. Barnet and other funders, we managed to set up our Outreach Team at two of the local hotels and respond to the needs of hundreds of people. We are now in a position to offer regular weekly surgeries and provide high quality, one-to-one advice and support to over 650 asylum seekers staying in the hotels.

Our outreach support workers have been successful in building bridges between the Home Office accommodation providers, such as FineFair, Clearspring and Migrant Help to support asylum seekers (adults and children), especially those who are very vulnerable. They have helped asylum seekers to find a GP, to sort accommodation problems, to register children and young people in schools and to find a Legal Aid solicitor.

Most of the asylum seekers in the hotels have benefited from accessing many services at BRS such as ESOL classes, interpreting services, the Women's Group, emotional support and counselling, psychosocial activities/workshops, gardening, outings and emergency parcels of food and other essentials.



Bilingual Counselling Service

Many people assume that Post Traumatic Stress Disorder (PTSD) is the most prevalent condition among refugees, but it is certainly not the only mental health issue they face, and we see it less often than we would expect in the field. There are a lot of people who struggle with events in their countries of origin, during flight, and even within the country of safety.

Apart from PTSD, the most common problems were in fact depression and anxiety. Depression is often related to loss – a loved one, a home, a job, social standing or social circle. Sufferers see no hope for the future. This can to some extent be mitigated in a setting where you can develop yourself, but in many cases asylum seekers and refugees are in limbo, just waiting for something to happen. These factors worsened as a result of the COVID-19 pandemic. Before the pandemic, refugee mental health was a severely overlooked and under-prioritized issue. Now it is full-blown crisis. Asylum seekers and refugees oftentimes see their futures disintegrating.



Rabia Bashir
Therapeutic Services Manager

Facing the additional stress factors of COVID-19 may still be relatively manageable for most people. But if you are already living on the margins, then it can become a tipping point to developing a mental health condition. We can get a sense of this growing desperation from the increase in referrals. Our counselling and psychotherapy transformed almost overnight after most countries around the world imposed restrictions on public gatherings to reduce the transmission of COVID-19. Alongside many other therapists, we also moved our practices online and worked with clients all across London.

During the past year we received **286 referrals** and provided **145 clients** with over **1450 sessions** of therapy. We also provided **132 couples** with couples therapy sessions, and family therapy sessions to **11 families** during this period.

Our special thanks must go to our funders, in particular National Lottery Community Fund, and also all our counsellors and clinical supervisors who make this vital project a success.



Psychosocial Therapeutic Activities

The COVID-19 crisis and lack of social interaction resulted in increased anxiety, and feeling emotionally drained, depressed and socially isolated. To enable our client group to recover from experiences of trauma, we aim to bring people together to build meaningful relationships and to cope with their stress and anxiety. During the period of April 2020 to March 2021, BRS managed to deliver 12 face to face creative art activities such as Gardening Crafts, Decoupage Plant Pots, Hanging Jar Candles, Pebble art, sewing in the park, the idea of wellbeing through nature, and Embroidery and Quilt making workshops. In each project, a minimum 12 clients participated.

IAPT Psycho-Educational Workshops



Step two of the IAPT service provides psychological low intensity support for mild to moderate levels of depression and anxiety. It was identified by Barnet CCG that there was a gap in current provision of step two psycho-education groups within the IAPT service for refugees and asylum seekers in Barnet.

To address the gap in provision and to overcome the barriers identified, BRS has been commissioned to provide psycho-educational workshops in Arabic, Farsi and English on different topics, for example: PTSD, anger management, sleeping management, panic and anxiety, how to deal with grief, depression, how to cope with COVID,

Maintaining Healthy relationships during COVID 19, Moments for Mindfulness and Mindfulness to structure your day.

The goal of these workshops is to help our clients better understand (or become accustomed to living with) mental health conditions. It is generally known that those who have a thorough understanding of the challenges they are facing, as well as an understanding of their personal coping ability, access to internal and external resources, and an understanding of their own areas of strength, are often better able to address difficulties, feel more in control of the condition(s), and have a greater internal capacity to work toward mental and emotional well-being.

“ There is no better way to thank BRS for giving a helping hand to someone in the dark. I want to say thank you. Thank you is the least I can say to you to show my appreciation for everything you have done for me.

I used to have lots of difficulty doing my assignments, but I'll never forget as this is my first laptop. Limited words I might say now but BRS owns a great place in my heart. ”

Client Testimonial

Drop-In for Destitute Asylum Seekers and Refugees

Destitution may happen at any stage of the asylum process including following a positive decision. During the pandemic hundreds of asylum seekers and refugees in the UK face extreme poverty and are struggling to meet their most basic needs. Many of our clients have been struggling to buy food and essential items. BRS, in partnership with North Western Reform Synagogue and Burnt Oak Women's Group, set up a local pop-up food bank in late March 2020 and continued until August 2020 to distribute food and toiletry packs to more than 200 disadvantaged clients in the community on a weekly basis. 10 volunteers including 5 volunteer drivers were engaged in this project, delivering packs to elderly people and single parents. We encouraged others to come to the centre to collect food. We would like to give thanks to members of the public, synagogues, mosques, churches, and Colindale and Harrow food banks for their kind and generous donations.

Additional thanks to our Youth Action Club, who held an emergency meeting before the lockdown and designed, planned, and delivered a very successful Food Parcels Project. The young people involved in the project delivered 119 food parcels to young people and refugee families in North London.



Clothes and Supermarket Vouchers Donations

Last year, BRS liaised with other charities, local community groups and wonderful individuals to adapt to unexpected circumstances during the COVID 19 lockdown, and to bridge the gap between what our clients needed and what we could give them.

Many of our clients in the hotels lack adequate clothing and footwear, often having arrived in the UK with just the clothes they were wearing.

Most of them are provided with accommodation on a 'full board' basis and have no access to cash while waiting for their section 95 support.

With the support of generous and high-quality in-kind donations from Goods for Good and hundreds of supermarket vouchers donated by our individual supporters and Latter-Day Saints Charities, we managed to help more than 800 asylum seekers in different hotels, including 543 in four hotels in Barnet.

Educational Support for Refugee Children



This project is co-funded by the European Union Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.

Last year, with the financial support from the European Fund (AMIF), we successfully continued our weekly, formal, one-to-one Tuition/homework Club classes (1 ½ hours maths and 1 ½ hours English) to 30 students from year 3 up to A-Level, by using various

online platforms. Through the generous financial contribution from the Barrow Cadbury Trust, we managed to increase the number to 50 students.

Although we initially intended for the lessons to take place in person, due to the lockdown situation we were compelled to conduct the lessons via remote learning.

The project was highly focused on education and provided students with English Language and Mathematics skills. The monthly study packs were delivered to all of the students' homes every month. The tutors not only helped the kids with their own tailor-made curriculum but also helped them with their school homework and devised plans for them to develop in areas where they are struggling.

The BRS Operations Manager is in contact with the students, tutors, and the parents/guardians to discuss students' progress and their responsibility to make sure their children do their homework. The tutors also provided a weekly register, tracking sheets for each student and a twice yearly progress report.

Unfortunately, digital poverty affected the children, not all of them had the means and resources to access our online services. For those children who did not have a laptop or internet access, BRS provided them these facilities in order not to exclude them from our service. Thank you to Addleshaw Goddard LLP for their generous donation of 30 laptops and 50 data sim cards. We are also thanking Computer Aid who provided us with 10 laptops at a discounted price.

During the half term, one of our supporters who runs a catering and cookery school: 'Home Cooking by Fabienne,' ran an online healthy cooking lesson to boost the mood of our tuition students. All the children really enjoyed the session.

“ Thank you so much BRS, my son benefitted a lot from the tuition. Yesterday he got his GCSE results, with very good grades. It is thanks to this tuition that my son received good GCSE grades. As a new arrival in the UK, I did not expect my son to be able to pick things up so quickly. ”

F.Talemi

Journey to Integration Project



This project is co-funded by the European Union Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.

Despite the COVID Pandemic, our “Journey to Integration (JTI)” project had another fruitful year and, from the start of the project to the end of March 2021, served 507 refugees, supporting them through their integration.

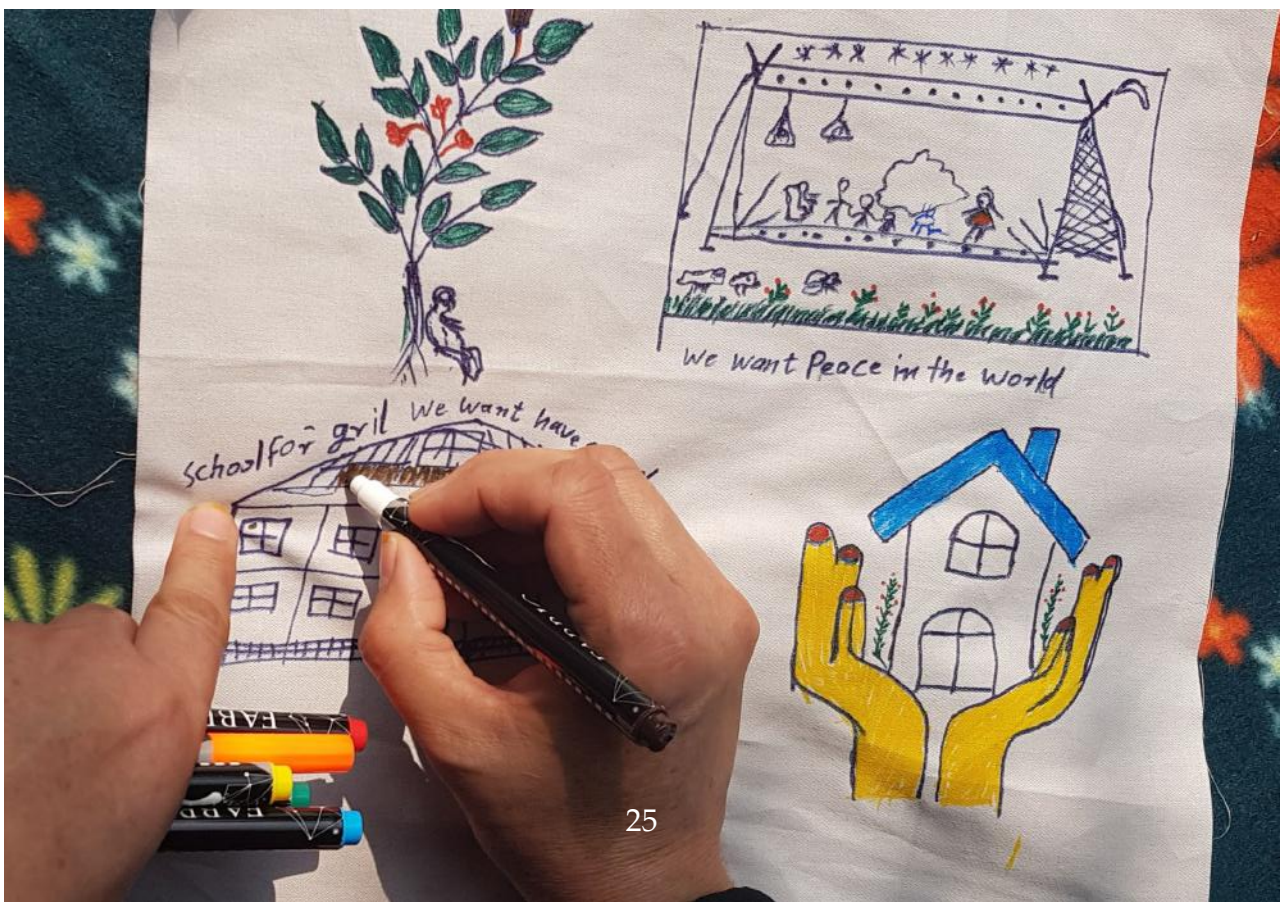
The aim of this project is to increase integration and address isolation through intensive support. The activities within this project complement other BRS activities and include: Volunteering, Mentoring, ESOL, Citizenship Activities, Information, Advice and Guidance and the Homework Club for young refugees.

Our special thanks go to the European Fund (Asylum, Migration and Integration Fund - AMIF) for supporting this project financially.

Citizenship Workshops

Through our experience, we know that refugees have great determination and desire to learn new skills, improve their knowledge and familiarise themselves with UK systems and culture to successfully build a new life.

Through our JTI project, during the past year, we provided 11 face to face and online citizenship workshops, such as Introduction to the UK, Introduction to British Culture, British Customs - Do's and Don'ts, a Guide to the NHS and the Health System, Daily Errands, Education in the UK, the Banking System and Finance, and How to Reduce Energy and Save Money in your Home. These workshops were well attended, and on average 10 - 12 refugees joined each session.





Sowing Seeds Gardening Project

As part of our Ecotherapy programme, we offered weekly gardening sessions for asylum seekers and refugees to improve their mental health and wellbeing.

Last year things were different due to COVID, most of our clients were extremely isolated and their mental health was deteriorating day by day, especially those in the hotels.

For all the negative consequences of the COVID-19 pandemic, there have been some positives. Namely, the huge boom in gardening. Luckily, from July to mid-October, our gardening project continued to run in line with the government's guidelines on social distancing, such as implementing a rota for the allotment, in order to limit our numbers to 6 at a time. Clients and volunteers grew vegetables from seeds brought from their own countries.

We had 27 gardening sessions and around 78 asylum seekers and refugees were involved. The project had a major positive impact on our client group; helping them to reduce anxiety, improve health and wellbeing, build social and communicational skills and boost their confidence.



Volunteering Project



We are so proud of our 126 volunteers who come from all walks of life - they are the lifeblood of BRS! The value of their contribution is much deeper, much more fulfilling, and much more important than money can ever measure. There is no doubt that our volunteers have added value to our organisation, and help to achieve our objectives and to increase the quality of the services we provide to refugees and asylum seekers.

Throughout 2020, despite the COVID-19 pandemic, it was inspiring to see how our new and existing volunteers stepped forward and offered their support to help our client group. They were actively involved and supported our Advice Service, Counselling, Mentoring, the Youth Services, the Homework Club, the Allotment, the Women's Group, ESOL and the Foodbank.

For those who were directly in contact with people, such as our foodbank volunteers, we adapted the Volunteer Role Description, adding important information related to COVID-19.

It is so rewarding to see how enthusiastically our 58 volunteers for whom English is not their native language, including 26 volunteers from a refugee background, worked with native speakers. They helped to facilitate live sessions on Zoom to promote physical and emotional wellbeing during the COVID-19 pandemic. In addition, they helped to run a variety of creative and arts activities, quizzes, games, cookery sessions, and friendly conversations. As some of our clients are not IT literate, transferring services online was a big challenge. Our volunteers contacted clients individually and took them step by step through the process of learning how to use online facilities.

During Refugee Week (15th to 21st June) Near Neighbours, West London nominated three of our volunteers and highlighted their contribution to our communities and especially their role in supporting vulnerable people during the Covid lockdown.

Your neighbour is a refugee
Alaa



Your neighbour is a refugee
Mohammad



Your neighbour is a refugee
Fanta



Our special thanks must go to our funders for their financial support, to volunteers for their dedication and our Operations Manager, Farida Stanikzai, who tirelessly makes every effort to make this project a success.



Case Study 1

Rojan Akturan Volunteer and Workshop Facilitator

I joined Barnet Refugee Service a couple of months before the first lockdown. Having just moved to the country myself, joining this incredible team gave me a sense of belonging and filled me with confidence for the future.

Throughout several lockdowns and beyond, I helped transition some of the activities and groups online and organised as well as hosted the Jasmine Women's Group with help from the other volunteers. The group's weekly meetings provided an engaging environment for learning and discussion, assisting the women in gaining new skills. It was wonderful to be a part of this group and see the resilience of its members, always being supportive and kind towards others. These sessions allowed us to maintain social contact and having them accessible during lockdown was vital for the women's and my own mental wellbeing.

After a few months, I was offered the opportunity to deliver creative, psychoeducational, and citizen workshops across all the BRS service users. Volunteering and working for BRS has not only allowed me to look back on many personal memories, but also helped me to form new friendships within a network of wonderful people. This experience has been tremendously beneficial to my personal development and the skills I gained during my time as a volunteer have become an invaluable experience for my professional career.

BRS has played a significant role in my first years in the UK. I was constantly encouraged to branch out to other groups and activities, such as supporting the Youth Action Club with their incredible projects for the community and many families in Barnet. I would like to personally thank Farida Stanikzai for her support and guidance throughout my journey as a volunteer. Her passion for helping others, tirelessly working and campaigning for a life in freedom and dignity for refugees, have inspired me in many ways and I am grateful to be a part of such an amazing team.

List of Volunteers

Trustees

Ponusamy Karunaharan
Sanjiv Ahluwalia
Ahmad Nabil Hashemy
Ammar Bajboj
Helal Attayee
Conor Doyle
Penelope Anne Trafford
Golnar Bokaei

Advisors

Jawharah Albakri
Sayed Ashna

ESOL Teachers

Shelly Fenell
Esther Birgo Nitim
Elizabeth Morrell
Orna Almagor
Fouzia Arouche
Helen Forbes
Sima Rutherford
Jocelyne Shrago
Fanta Sheriff
Julie Matson
Tulin Ucur
Ruth Kitching
Linda Carey
Puja Aggarwal
Masoumeh Haddadmomeni
Michelle Kwak
Freya Taylor
Cherry Sewell
Helen Stone
Jo Cuttell
Linda Carey
Ros Staines
Olivia Cooper
Phoebe Elliott

Counsellors

Sultana Momand
Zahra Alam
Yasmin Sher
Florence Zinkin
Luma Alkalili
Amir Saeedi

Women's Group

Fanta Sheriff
Tanya Novick
Kathy Lichman
Ahlam Sharani
Fouzia Arouche
Jennifer Yvonne Albert
Pamela De Laura
Rojan Akturan
Anna Kasimir

Youth Work

Nida Zwak
Esther Sills

Mentors

Hiba Odabashi
Ahmed Gharira
Seema Assadullah
Ayatt El Hartany
Sara Darvishi
Sayed Kanishka Massi
Sara Razavi
Jacqueline Tackie
Nahid Ranjbar
Hannah Mayblin
Mir Mirani
Afsaneh Bazooband
Amir Karimzada

Diana Solitro

Anni Butler
Sanam Khan
Farzana Khanom
Negar Nasiri
Dilara Karaagac
Zoe Johnston
Zara Rahim
Maysa Abu Rizq
Kemi Akinsanya
Hitoe Kobayashi
Cecilia Bombou
Kavita Tailor
Nazret Ghemit
Abbey Cameron
Sandra Keenan
Alisha Marsh
Chris Godfrey
Caitlin Astley
Gisa Duggan
Sahand Kaveh
Fanta Sheriff
Insaf Boujenoui

Interpreters

Alaa Alibrahim
Thoraya Dujaili
Moussa Ahmad Diabi
Fateme Mir Sadeghi
Moluk Vakili
Fouzia Arouche
Jafar Ahmadzai
Sadete Cakigi
Adila badri
Parwaneh sultani
Yohannes B Kidanemariam

Translators

Jafar Ahmadzai

Fouzia Arouche
Samia Mazhary
Muzhda Istanikzai

Advocacy/Befrienders

Pamela Derwin
Fariba Nassiri

Foodbank

Cheryl Brodie
Massoud Tahmassebi
Houda Bashaagha
Steve Adler
Shubhi Raymond
David Brodi
George Binney
Sarah B Sally
Syed Mohib Hussain

Gardening

Mahjabeen Saboor
Mohammad Bahmaninejad
Fard

Tutors

Dhananjay Talwar
Jonathan Edig
Pedra Rabiee
Lakshya Sharma
Natalie Wooding
Lakshmi Pydimarry
Jenny Brown
Janet Eva Leifer
Azita Ahmadi
Howard Feldman
Noor Abedin
Paniz Dogaheh

Community Liaison

Oluremi Abati

Arts & Crafts

Farzaneh Yousefi
Fariba Rafie



Admin Team



Our Admin Team were integral in helping to move all our services online during the COVID pandemic. As the lockdowns continued, we understood that remote working was going to be a necessary development. With the addition of Digital Support and Social Media Officers, we have been able to advertise and host our services and activities entirely online, which enabled us to expand how far our clients were based.

COVID-19 Vaccine Hesitancy Webcast

Barnet Refugee Service worked closely with our local surgeries and managed to get more than 300 clients to have their COVID vaccinations.

We also hosted a Webcast in collaboration with CommUNITY Barnet about the COVID-19 vaccine and causes of hesitation in the community. This webcast was held on Zoom in English and Farsi, and we had healthcare professionals there to answer any questions about the vaccine – how it works, the rights of refugees and asylum seekers to the vaccine, health concerns and more. Over 30 clients attended the webcast, which ran for over an hour, and helped to encourage many people to get vaccinated.

Do you have questions/concerns about the COVID-19 vaccine?

Join our webcast in Farsi & Pashto

We are hosting a 45 minute webcast to discuss the key issues people are concerned with in relation to the Covid-19 vaccination.

When: 26th March 2021
7.00pm

Where: Zoom

The webcast will be held in Farsi and Pashto and in collaboration with Barnet Refugee Service, COMMUNITY Barnet, NCL CCG, and the Barnet Public Health Team.

[Click here to register](#)

اگر درباره واکسن کوید-19 سوال دارید یا نگران هستید

به وبکست فارسی و پشتوی ما بپیوندید

در این برنامه 45 دقیقه ای به طور ویژه به موضوعاتی می پردازیم که موجب نگرانی شما از تزریق واکسن شده.

زمان: 26 مارس 2021
7 بعد از ظهر

مکان: Zoom

این وبکست به زبان های فارسی و پشتو و با همکاری بازنه رفوچی سرویس، کامیونیتی بارنت، سازمان های درمانی شمال لندن (NCL CCG) و گروه درمان همگانی بارنت برگزار می شود.

برای ثبت نام اینجا را کلیک کنید



Case Study 2

Shelly Fennell Volunteer English Teacher

I joined Barnet Refugee Service as a volunteer English teacher in January 2020. From the moment I first walked through the door, I sensed the warmth and dedication of all the staff. In all my subsequent interactions with the team, I have felt very welcome and supported. This is a very special organisation and I am so pleased to be a part of it.

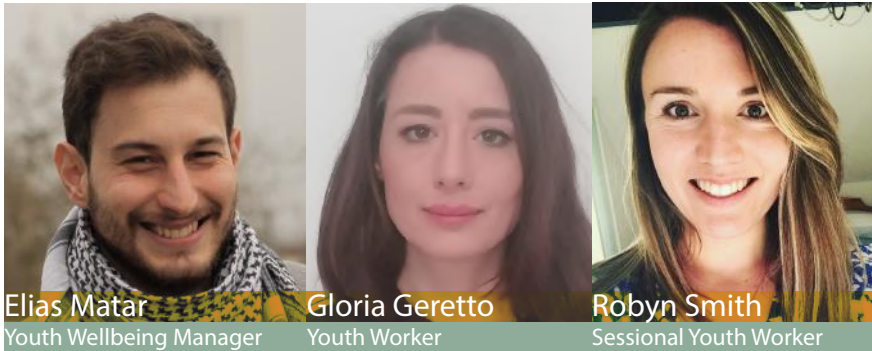
In my first role, I taught an in-person class of pre-entry learners, nearly all women, who were just beginning to learn English. This was a challenge, but one I enjoyed very much. Many of the group already knew each other, which helped create a supportive learning environment.

Unfortunately, the lockdowns began only a few months later and in-person teaching had to stop. Relatively soon after, the organization regrouped to enable online teaching to begin. The transition to online teaching was very smooth, in large part due to our excellent and always helpful ESOL volunteer coordinator Theodore. After a series of group meetings and tutorials, we were ready to go.

Once the classes went online, I switched to teaching an intermediate-level group. Understandably, the complete beginners were a bit hesitant about learning online. I had the pleasure of getting to know a new group of learners, and developing materials for their level.

I hope to continue volunteering with BRS in the coming years, both online and in person.

Refugee Youth Wellbeing Project



Overview of Project

Our youth programme was established in 2009 to provide holistic emotional and psycho-social support as well as other activities for young asylum seekers and refugees aged 13 to 21 years old. Our primary aim is to show solidarity with young refugees and asylum seekers by creating a safe space whereby everybody feels equal, supported, and empowered; through our programme, we seek to accompany these young people on their journey to improve their wellbeing and re-build their lives.

The project continued to expand over this past year and managed to support over 159 young people with various needs. Our special thanks must go to our funders Children in Need, the Mayor of London's Young Londoners Fund (YLF), Leathersellers' Company Charitable Fund and One to One Child.



Theory of Change Chart

Activities

Youth Club

- Psycho-social weekly sessions
- Action club
- Interactive English classes
- Health and wellbeing
- Volunteering opportunities

Outings

- Social events and festive outings
- Leisure and educational

Football Club

- Weekly sessions

Advocacy and One-to-one Case Work

Emotional Support

- One-to-one
- Group creative arts therapy

Mechanisms of Change

Environment and Relationships

- Young people trust and feel trusted
- Young people feel a sense of belonging to a group
- Young people build positive and trusting relationships with peers, staff and volunteers
- Young people experience a therapeutic group/individual process in a contained, safe space

Nature and Delivery of Activities

- Young people feel encouraged to learn about other cultures
- Young people feel a sense of enjoyment
- Young people feel a sense of purpose, achievement and contribution
- Young people feel that they can share their experiences
- Young people have an active voice in designing and delivering the programs

Community

- Young people feel a sense of connection with their community
- Young people feel empowered to create change in their lives and in the world around them.

Outcomes

Improving Mental Health

- Reduced stress and anxiety
- Improved ability to self-regulate and manage emotions
- Improved self-confidence and self-esteem

Increased Skills and Knowledge

- Improved English language
- Increased knowledge of navigating day to day life in London
- Improved awareness of healthy lifestyles

Increased Social Skills and Knowledge

- Improved ability to work as part of a team
- Confidence in asserting individual needs
- Improved leadership skills

Developing Social Networks

- Reduced feelings of isolation
- Improved relationships with significant adults e.g. social workers/parents/foster carers/key workers
- Improved engagement with support services

Individual

Organisational Level

- Young people are actively engaged in decision-making within RYWP or other BRS projects

Wider Community

- Young people feel empowered, as though they can make a valuable contribution to society
- Increased understanding of norms and values of English culture and of diverse cultures

Social

Aim

Our aim is to show solidarity with young refugees and asylum seekers by creating a safe space whereby everybody feels equal, supported and empowered; and accompany them on their journey improving their wellbeing and rebuilding their lives.

COVID 19 Response

Just before lockdown was announced we held a youth team emergency meeting and brainstormed our actions with the young people. The youth wellbeing project paused for two weeks until new procedures were put in place to kickstart our activities remotely. During this time, a survey was created to gain an insight into our young people's use and preferences of online platforms. The results of this survey also showed 90% of our young people were happy to engage into our online activities. This high level of commitment was a huge success for our team and the project.



Thank You for Your Help

At the start of this year we noticed that our challenge was not just moving the Youth Wellbeing Project online, but also supporting our young people in accessing the project remotely. A large number of our young people had limited access to appropriate devices and an internet connection, and therefore to our remote services. After identifying the young people's needs from the data collected in the survey, we launched a Technology Donation Campaign call.

The public donated used smart phones, laptops and tablets for our clients, and devices were distributed to the young people in need.

We also managed to fundraise a significant amount of money to cover the cost of young people's phone credit and data.

The Magic of "Genuine Relationships"

This year has been particularly encouraging and motivating for the Youth Wellbeing Project at BRS. The year started with a national lockdown that forced us to explore new ways of engaging with the young people as well as to explore new channels and platforms for communication.

In this quarter we noticed that the "genuine relationship" developed between staff members and young people played an important role and became the key element for the development of this new means of communication during the lockdown. It was precisely this bond that allowed us to continue delivering our activities online.

Expanding Our Youth Support

Offering support across London—Greater London

This year, our remote services allowed us to reach clients located all over London: we accepted referrals from six new boroughs (Camden, Enfield, Lambeth, Newham, Haringey and Croydon) and supported young people remotely in areas like Kent, Ilford and Hertfordshire.

The wider accessibility of our services allowed for a larger number of young people to join. Young people, who, in normal circumstances struggle to travel to our in-person sessions from their accommodations due to travel fees, have been able to join sessions online.

Awards and Visibility

During this year we were featured in a number of articles and social media profiles of other organizations and charities such as Community Barnet Initiative, Barnet Council's digital news letter and a special BBC program that covered young people's contribution to the community during the pandemic. We consider these projects a big success as well as a new development for our program, which had never been so actively engaged in and committed to developing public relations and publicising its profile on the web.

Certainly, this challenging year showed the positive impact of our online activities on our young people's mental health as well as their sense of belonging and confidence. Being featured as active members of a refugee organization and a local community clearly boosted their level of engagement in community projects as well as their own confidence and skills.

Moreover, three young people also participated as guest speakers in an online event organized by BRS to celebrate International Refugee Week 2020 and proudly shared their experience with a wider and diverse audience.

Lastly one of our young people was awarded the Jack Petchey Foundation Community Award for his contribution to the community.

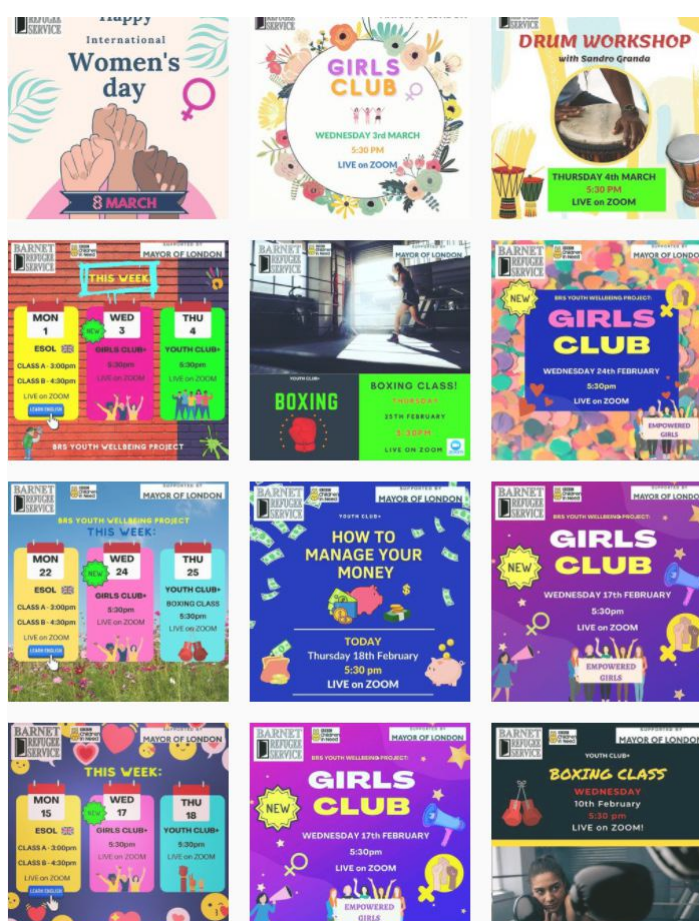
Youth Club+

Weekly Psychosocial Activities

This year we designed a series of online activities as part of our new online program, the Youth Club+. To reduce isolation and ease boredom, we offered our young people a rich schedule of weekly activities, including: two English classes on Mondays, cooking sessions on Tuesdays, Action Club (leadership programme) on Wednesdays, Youth Club sessions on Thursdays, and finally a mindfulness, fitness session or health and wellbeing workshop on Fridays. The sessions were delivered on our new private, secure, Instagram account and conducted by the youth team as well as external guest facilitators. We considered this a huge success because we were able to offer a lot more to our young people and be in contact with them almost on a daily basis.

As Lockdown Eased

We continued to offer a wide range of online classes and sessions every Thursday afternoon and now on ZOOM. Among the sessions we offered were: a very successful and entertaining quiz night with prizes for the winner, an art class with Paula Nessick and a martial arts class led by an experienced teacher, Sensai Ibush, who introduced our young people to martial arts and the role this discipline played in his life as a former refugee in the UK. Our weekly wellbeing and health sessions on Instagram also continued throughout Quarter



3 and provided a regular presence on our social media account and a more informal and open level of engagement.

Hooray We Can Meet Outdoors

Young people were eager to meet outdoor and spend time with their friends after a prolonged time of isolation. For this reason, the youth team has decided to reduce online activities and focus on creating opportunities for the young people to meet in person, make new friends, and take part - often for their first time – in fun and entertaining activities.

New and necessary COVID-19 measures were put in place and introduced to the young people who responded well by collaborating and following the new rules. Although this aspect represented a significant limitation in the accessibility of our services, the youth team tried to include as many young people as possible and meet everyone's requests where possible.



Our youth worker held a series of weekly outdoor cooking sessions in BRS allotment. Initially designed to respond to the specific needs of a particularly vulnerable young person, the project slowly expanded to include a lively small group of young people who enjoyed meeting together to prepare a meal and share their cooking skills in our allotment site, whilst also engaging in garden-based tasks.

These weekly meetings were aimed at encouraging young people to cook more and enjoy healthy meals as well as to break their isolation. The project has been particularly successful as the young group bonded exceptionally well and soon started to meet outside our venues and strengthen their friendships.

Summer is Here

- The first event of our summer program was a successful and emotional picnic in our allotment, following the government's guidelines. This picnic represented, for most participants, the first opportunity to see their peers after the lockdown, and was therefore welcomed with enthusiasm by all participants. Following this first in-person event...

- The youth team organised an Eid BBQ party in BRS allotment to celebrate the end of Eid together. Like our previous event, participants were divided in small groups of 6, and attended our event in different



slots. Despite the limited budget, the youth team and volunteers successfully managed to host an outdoor BBQ event and provide each participant with a full meal and refreshments.

- We planned a trip to Camden Town to explore the famous graffiti and street art as well as the vibrant atmosphere in the popular market. Our young people were divided in four small groups. We explored the street art in the area and enjoyed a hot meal in the famous Camden Lock market.

- Kayak lesson for 12 young people at the Welsh Harp Reservoir. For many participants, this activity initially represented an important challenge and opportunity to overcome the fear of the sea and the water as well as traumatic memories of their dangerous crossing by sea on their journey to the UK. We were extremely proud to see how well our young people responded and how much everyone enjoyed the activity, the young people showed great resilience and courage.

- This summer we visited the Ebony Horse Club in Brixton, South London who kindly offered a small group of ten young people the opportunity to spend an afternoon with the horses as well as the chance to hop on a horse for a ride with the instructors. Young people were incredibly grateful for this opportunity and showed exceptional skills and a caring attitude towards the animals.

- A trip to the Maritime Museum of Greenwich with a small group of young people, who took part in a tailored art session delivered by Blackbird Collective, that aimed to produce an art installation to be exhibited outside the museum. We also enjoyed lunch and walk in Greenwich Park.

- To celebrate the end of our exciting summer we organised two additional small outdoor events: a socially-distanced picnic in the park near our office, where young people had the time to chat and spend some more time together before returning to full-time education, and an art class in the park where young people beautifully decorated stones and gifted these to each other.



Football Club

The national health emergency forced us to pause, at different stages, some of our activities, such as the Football Club, which is one of the most popular activities among our young people. To tackle the risk of losing contact with our young people engaged in this project, we made an extra effort to keep in touch and maintain our relationship with the young people remotely. We also launched a new Online Football Club – in lieu of our suspended outdoor training sessions – offering all our members the chance to meet online with their teammates and football coach and engage in fun games and quiz nights with prizes, all strictly football related.

After a break from football sessions due to COVID restrictions, we planned an intensive 2 day football camp. Our Summer Football Camp was by far one of the most popular summer activities for our boys, who had been waiting impatiently to resume their favourite sport activity. To meet the high number of requests, and to make up for the long break on our weekly football club, we ran this 2 day football camp at Middlesex University, which saw more than 20 young people playing football for four hours each day.

As soon as lockdown was eased, we returned to the pitch with the young people.



We would like to thank the generosity of the funders including Leathersellers, YLF and CIN for supporting the football club.

Advocacy and Casework

During the lockdown the youth team has dealt with various cases of young people requesting advocacy and casework. The majority of these cases entailed supporting young people in their communication with their social workers as well as with their solicitors, in order to receive updates on their asylum case. The youth team members were available to deal with advocacy and advice over the phone.

Interactive English Classes

As part of our youth club activities we offered young people interactive English classes. COVID-19 restrictions delayed many school registrations and limited young people access basic education such as ESOL lessons. We have offered remote English classes via zoom that aimed to teach English and to reduce isolation. We launched a weekly online class on Zoom, Youth ESOL (2 hours lesson) run by our qualified ESOL teachers. Around 60 young people accessed the online classes .

Emotional Support

The Youth Therapy Service is one of the essential pillars of the holistic model of support on which our youth wellbeing project is based. Specifically, this programme offers some of these highly vulnerable young people, a chance to process their own experiences and feelings in a safe environment whilst increasing their receptivity to receiving this type of support.

We provide one-to-one youth-centred, creative art therapy interventions. Four trained creative arts therapists offered up to 12 sessions to 23 young individuals between March 2020 to April 2021. The project aims to provide trauma relief by offering young people the tools to help manage their own mental health and gain an enhanced awareness of their mental and emotional states. For the new year, we are in the process of collaborating with One to One Children to co-design and implement a new project focusing on wellbeing and mentoring.



Our special thanks go to the One to One Children's Fund for their ongoing financial support.

Embedding Youth Voice

At BRS, we believe that young people are experts of their lived experiences and have been working hard to embed a participatory and youth-led approach in our Refugee Youth Wellbeing Project. We utilize a Participatory Action Research framework whereby we collaborate with the young people in all aspects of designing and evaluating our programs. Our young people have been involved in program co-design through participatory co-design sessions, surveys, and Action Club. This year, 6 young leaders also worked with our youth worker, Robyn, to run a creative peer-led evaluation. In the evaluation, the young leaders documented their experiences of taking part



in our programs through creating digital diaries and taking part in photo voice interviews to explore how the programs had impacted their wellbeing.

Action Club

Supporting the Local Community

Over this past year the Action Club – a group of 16 young leaders from refugee backgrounds at BRS, who are committed to supporting our local community - have been designing and implementing social action projects to support refugee background children and young people during the lockdowns.

During Eid-al-Fitr, the group were keen to ensure that refugee children could experience joy and excitement at this special time. They created the Eid Gift project where they made and delivered gift bags to 245 children and their families across London. They then created a wonderful digital story which was shown at the Barnet Multi-Faith forum.

Partnerships

The holistic activities that we offer at BRS would not be possible without the collaboration and support that we receive through our community partners. We are very grateful to them for their continued support and provisions of funding, space, and volunteers. We are always interested to hear from potential partners who may be interested in collaborating with us, in whatever capacity, to deliver the best possible program for our young people.



Shubbak Festival

This year, we partnered with Shubbak Festival, one of the largest Arab arts festivals in Europe that invites artists from the Middle East to present their work across multiple art forms. We worked closely with Shubbak's Programme and Engagement Producer, Taghrid Choucair-Vizoso to offer art-themed workshops to our young people.

During the month of March 2020, Shubbak invited dancer and choreographer Ben Fury who offered our young people a dance masterclass. 20 young people attended the session. We highly value our partnership with Shubbak Festival as it allows our young people to meet talented artists from the Middle East region and participate in activities which celebrate diverse forms of artistic expressions.



Refugee Council

Although we had to close our offices and stop the walk in sessions. During this tough time Refugee council continued to offer legal and social support and guidance for the young people over the phone.



Middlesex University

Alongside providing us with the use of their campus facilities for youth club and football, Middlesex University allocate us two student placements each semester as part of their Community Engagement Student Union's Placement Scheme.

Young People Testimonials

“I like how diverse the whole group is, everyone is helpful. It’s a place where you can be you without any judgement. Every staff member is more than just a staff member, they’re like family always wanting what’s best for you”

Rawan

“BRS is helping a lot. We personally didn’t know anyone when we arrived at UK. Youth club introduce us to many people, and we find many friends. we met many people in BRS that were like us and we get to know each other. They also organize the activities in different places that we never saw in our life. There trips were amazing and give us the chance to explore London. We visited British museum. They also taught us how to use bus and train. we were always accompanied by very welcoming and kind staff. They also help us to find our ways. They make us independent. I really like girls club because it gave me confidence. When I arrived in UK, I didn’t know how to speak English, BRS let me attend their ESOL classes so I can learn more. Now I understand English in very short time. They also integrate us with the culture in England. They always try to make us understand things with gestures. “

Malouda and Bibi Zahra

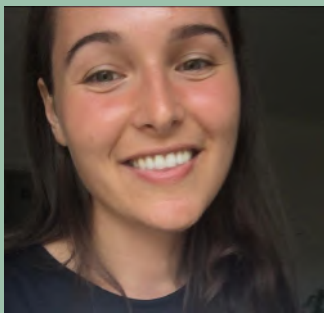


“I joined the NCG last year. I took part in action club and girls club. This allowed me to experience many opportunities. Through the girl’s club, I been able to go on many trips and travel around London and see new places. The action club allowed me to participate in mentoring group training. So, I can include it in my personal statement for university. Personally, I think the NCG was allowing me to take first step to help people. It was also allowing to help myself as it will look good on my cv and personal statement. I really liked the fact that all the leaders and supervisors they are extremely welcoming and kind. They are very inclusive. They keep checking upon you on every meet up. So you feel included and not left out. It’s a beautiful and amazing community. The NCG is great.”

Hajra

“Even though I’ve only been with BRS a few months, I can say that it’s the best organization. It feels like a community, such friendly staff and young people, and the youth team are very creative and flexible. No judgement nothing like that, it’s really lovely and I’m so grateful to be part of it.”

Awar



Case Study 3

Esther Sills Youth Wellbeing Project Lead Volunteer

In July 2020 I began volunteering with BRS's Youth Wellbeing Project, and what a privilege it has been.

I remember my first session with the project, a youth club picnic in the park. I remember how welcoming and supported the staff team made me feel. And I remember the joyous energy that radiated the space, and all the smiles that filled it.

This is why I choose to volunteer.

During my involvement I have been deeply impressed, and inspired, by the project's creative and wide-ranging programming, and the skilled and caring staff behind it. In particular, through some of the most challenging covid periods, where the team quickly and thoughtfully adapted to sustain engagement and ensure the young people did not have to go without support.

This project makes a difference. It makes a difference to the young people, in the good moments, and in the more difficult times. It enables access to new opportunities, new experiences. It grows confidence, develops self-esteem, builds support networks. It gives the young people a voice, someone to turn to, and helps to lighten their load. I have seen all of this first hand.

The benefits of this project far transcend the young people alone. I too have certainly benefited immensely. My time spent with the project is some of the most rewarding in my week, and I continuously learn from, and grow due to all those involved, including the wonderful young people.

In the midst of this worrying social and political climate, it is reassuring, and a blessing, to know that BRS's Youth Wellbeing Project will continue to do its brilliant work. Putting the young people at its centre, and providing support as they transition through 'the gateway' into life in the UK.

Mentoring Project

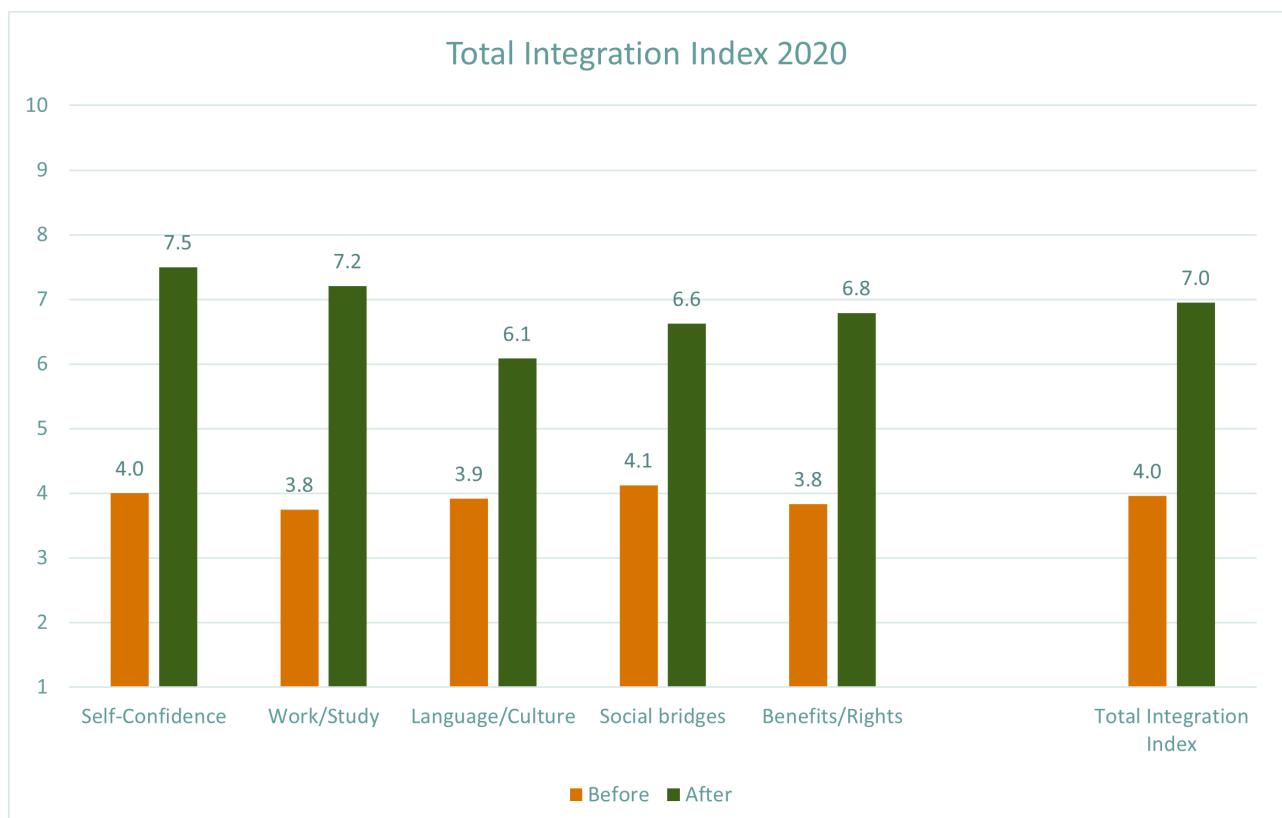


Our mentoring programme was launched in January 2020. As part of AMIF's 'Journey to Integration' Project, this programme is aimed at individuals with refugee status in the UK. The programme aims to improve refugees' integration by helping each mentee reach their own targets, through, for example, allowing them to learn about their rights and how to access services including benefits, learn about life in the UK and/or improve their language, improve their employment potential or help them pursue education, improve their social life, and improve their emotional well-being by enhancing their confidence and self-esteem.

Between March 2020 and April 2021, the programme has been able to receive a total of 35 mentees and successfully match them with 35 volunteer mentors of various backgrounds and experiences.

Mentee Integration

The figure below was taken from the annual evaluation conducted at the end of 2020, where 24 mentees participated. The objectives were to assess the improvement of five integration indicators that were Self-confidence, Work/Study, Social bridges, Knowledge of benefits and rights, Language/culture. The figure shows the total integration index, which includes the average for each of the five integration indicators covering all mentees. In addition, the figure shows the total average integration of all mentees.



Highlights of Mentoring at BRS

Despite the programme's transition into a virtual mode in March 2020 - which was around a month into its launch - it was able to serve more than its targeted number of mentees and recruit more mentors accordingly. Although working virtually has presented many challenges, it has also provided more flexibility in the recruitment of mentors, the provision of mentoring, and the setting of the mentoring sessions. Of course, face-to-face mentoring has taken place when possible, and it has provided better rapport and bonding. Yet, those who haven't been able to meet face-to-face have expressed that they were pleased to have eased the crisis' impact on their mentees, through online and telephone communication.

The COVID crisis has been a difficult time for refugees in the UK, who have had the challenge of integrating into a new host society whilst also facing lockdown and isolation. The crisis made simple services more difficult to access with long waiting lists in every sector. Regardless, many mentors made sure their mentees were kept from homelessness through direct intervention with their local authority and BRS. Other mentors were able to assist their mentees to apply for their universal credit. Moreover, a simple task of opening a bank account proved challenging, taking mentees sometimes more than two weeks to achieve. Hence, the mentoring team were able to reach out to various banks to assist, creating a referral mechanism with some of them. Other mentors were able to help their mentees pick up their career by pursuing higher education and applying to universities, in addition to applying for funding and scholarships. Many mentees secured funding for their education with the help of their mentors and others were able to create a CV, apply to various employment applications, and secure jobs.

Mentor volunteers come from various backgrounds and sectors, including social care, health, law, and education. Their dedication to supporting and ensuring their mentees had access to services has been remarkable. Some resorted to using social media to get results from local authorities, others spoke to landlords to make sure their mentee's rights were protected. One mentor fundraised support for their mentee who lost her sick child and was short on funeral funds. The mentor was able to mobilize support for their mentee by networking through BRS and their mentee's solicitor.

Indeed, many mentees found refuge in their mentors during this especially hard time that the country has been through. As a result, quite a few matches have kept in touch beyond their designated number of sessions, developing strong friendships in time.

Success Story

Mentor S and Mentee M

"It is a lot easier as British citizens to understand the system. We can use our knowledge and initiative to help start their basic goals. This way mentees feel more comfortable to start achieving their goals alone and without support... The scheme has also helped me gain more confidence and believe in myself to never give up and persevere in doing the best." (Sara, BRS mentor volunteer)

M was a young woman with refugee status who was struggling to integrate in London. She was isolated and aspired to get into university. She didn't understand the higher education system in the UK and needed help deciding which University would be best for her. She was also struggling with applications and personal statements. M was also hoping she could improve her social life and learn more about the country. M was introduced to S in March, and they clicked immediately

as they were almost the same age. A short while after they were matched, the 2020 lockdown began. **S** tried to help **M** during the local lockdown by helping her decide about her main goals and field of study. She helped **M** create an action plan and submit applications but, due to the COVID crisis, application feedbacks were becoming a lot slower. **S** reported that the lockdown was especially difficult on **M**. She would often reassure her that she can speak to her any time and just ask if she needed help or guidance with anything. They have had frequent conversations outside of academia struggles to help create a close bond and ensure **M** did not feel lonely and stressed. In time the two became good friends.

With persistence and perseverance, **M** started receiving responses from colleges and **S** helped her with interview questions and the writing of personal statements. **M** was accepted to her chosen choice of college, which she started in September. **S** was also able to help **M** submit documents for her bursary and discuss how best to utilise the funds for her education.

S also helped **M** in acquiring a driving license by preparing her for the theory and practice tests. She helped **M** to move into a different accommodation to better suit her needs, and she helped her settle in by getting her acquainted with local services near her. **M** has been able to successfully achieve her goals getting into university and settling in London. **S** and **M** remain in touch to this day.

“ The best part of mentorship was improving my self confidence. My mentor showed me I can be an expert and have an identity in this country, she helped me find my vision of my life in the UK. ”



Jasmine Women's Group



During the past year we did not only continue our holistic programme of services remotely but have also looked at ways to make our client group still feel part of a wider, supportive community. We focused on how to support refugee and asylum-seeking women during this difficult time to help them to cope with the pandemic and to offer them practical support.

From April 2020 our Jasmine Women's Group (which has 25 - 30 members) moved online. During the lockdown, following requests from the women, we offered two days a week sessions Tuesdays and Fridays from 11am to 12 noon. Five volunteers were involved with the group offering live sessions on Zoom to promote physical and emotional wellbeing and keeping in contact during the COVID-19 crisis. One volunteer created a flyer every week and sent it to the group via WhatsApp. In addition, we ran a variety of creative and arts activities, flower arrangement, quizzes, games, cookery sessions, and friendly conversations. They also had the opportunity to join 35 yoga sessions online, which were delivered by a professional yoga teacher.

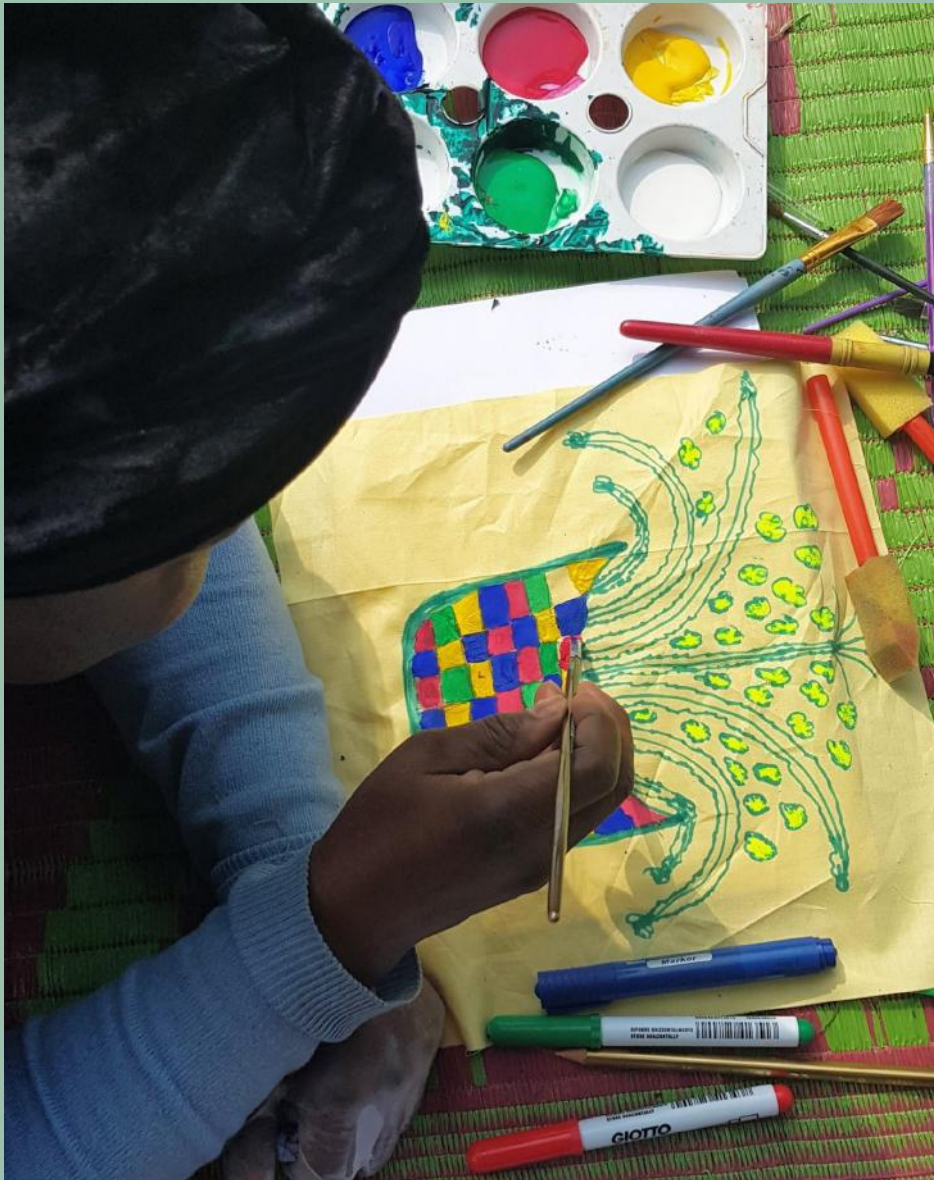
The women also had the chance to visit the BRS allotment and go to the park. We also organised a summer party in the park and around 38 women joined. More than 15 women attended 11 faces to face art and craft workshops. During these sessions we have created a space for them to connect with each other, share their feelings and struggles, get some time off, and be creative together.

On one Friday in each month, they joined the Improving Access to Psychological Therapies (IAPT) workshops via Zoom. Our professional facilitators delivered Mindfulness, Anger Management, Maintaining Healthy Relationships, Adapting to Change and Coping with Grief during lockdown workshops. We also invited a doctor who is West Midlands Health Champion to deliver a session about COVID -19 and answer their questions.

Unfortunately, not all our clients had the means and resources to access our online sessions due to lack of smart phones, internet, and digital skills. Luckily, we managed to provide some of them with smart phones and purchased data every month for some.

Two of our volunteers who spoke our clients' languages offered their support and trained them to access online services and how to use Zoom.





“ Despite the difficult circumstances, the Jasmine Women’s Group has continued to be a point of contact for women. A place to meet, make friends, share, talk and be listened to, express anxieties, receive advice on social and governmental issues, get medical advice and learn at workshops.

This contact has been of even more importance, reaching out to women who are already dealing with the stress of their & their families’ status, being in a new country, concern for their families & friends and trying to live with the isolation & anxiety of Covid.

Above all, we have talked to & shared with each other.

”

Tanya Novick - Jasmine Women’s Group Volunteer

ESOL Classes



This project is co-funded by the European Union Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.



Theodore Wang
ESOL Manager

ESOL, English for Speakers of Other Languages, constitutes part of the BRS “Integrated Holistic Model of Support” which develops mental health, improves community cohesion and increases the life chances of vulnerable refugees and asylum seekers. For many migrants, English stands between them and a secure, independent and fulfilling future in the UK; their new home. Therefore, at BRS, we provide English Lessons for refugees and asylum seekers with the aim of empowering them to acquire the language skills they need for their daily living as well as academic and career pursuits, so as to achieve their potential.

The pandemic and the ensuing national lockdown in March 2020 posed an unprecedented threat to our ESOL provisions, as the traditional approach (i.e. face-to-face classroom teaching and learning), became unviable and impossible. ESOL lessons in a physical classroom were forced to stop, as the whole of BRS sought alternative ways to function and operate. Through trial and error, and the unwavering determination and mutual support of teachers and the ESOL manager, 35 students were enrolled on the first 6 online ESOL courses taught by 6 teachers in April 2020.

Online lessons opened up a new way for our clients to access English learning and progress from one level to another. Teachers took advantage of the online tools and resources in order to teach practical topics that are relevant to life in the UK and imparting knowledge about English for the students’ self-study and practice. As in previous years, students from different backgrounds and nationalities, in various age groups joined the lessons and studied together. Nevertheless, online teaching is not without limitations, most of which come from the students’ digital literacy, internet connection and its quality, and other distractions and disruptions in life. In fact, life during lockdown was no less chaotic and problematic than before, as life events such as health issues, appointments with the Home Office and solicitors and moving house still took place.

Due to its nature, our Mums and Tots group had to close and students were invited to join other informal ESOL courses online. Both Youth ESOL for young people between 18 and 20 and the accredited Trinity course for refugees and their family were successfully transferred online. Despite all these challenges, online provisions at BRS grew from strength to strength. We are proud to say that from January to March 2021 we were able to offer 15 informal ESOL sessions, equivalent to 22.5 hours per week to over 110 adult students and 50 plus young people, supported by 16 volunteer teachers and 4 helpers.

Our special thanks must go to our funders, the City Bridge Trust and The European Fund (AMIF) for their generous support. We would like to thank all the teachers and helpers for another successful year, whose support and dedication made a difference in our students’ lives, their English skills, and their well-being.

Trinity Course

BRS has been an accredited exam centre for Trinity College London since 2017, a highly regarded International Exam Board for English Language and ESOL Skills for Life qualifications. Funded by the European Union's Asylum Migration and Integration Fund (AMIF), we continued with the provision of Trinity ESOL courses but transferred the course online due to the COVID pandemic. Under this program we helped 26 students to improve their English, and 24 of them passed the Trinity College London ESOL Skills for Life exams between April and December 2020 and received the coveted Trinity College London certificate for their future studies and/or employment. A later course that started in January 2021 hosted 6 students with 120 hours of the same high quality English tuition with an exam to come.

Our special thanks must go to our funder, the European Union's Asylum Migration and Integration Fund (AMIF) for their generous financial support - helping us to help these clients through their integration journey.

ESOL Client Testimonials

"My teacher is a very good teacher, I am happy to have a teacher like her. I would prefer her to be my teacher for future semesters."

"Thank you so, so, so much for your help."

"I appreciate my teacher's dedication and commitment"

We would like to thank all the teachers and helpers for another successful year, without whose support and dedication it would have been impossible to provide the ESOL classes and to meet the daily and long term needs of our students and to empower them to move on in their pursuit of their personal goals and happiness.

Case Study 4

Mrs. H Advice Client

Mrs H., an Iranian Kurd, arrived to the UK in 2020, after enduring a traumatising journey to reach a safe country to claim asylum. She resided at a Home Office initial accommodation hotel, where we provide support to asylum seekers.

Mrs H. was incredibly vulnerable and fragile due to her ordeals; being a victim of torture and suffered from deteriorating mental health issues, as she has been forced to leave her elderly husband behind and at risk.

In the hotel, she had been assisted with her social care support in our outreach appointments; she was registered with her local GP, registered for ESOL classes and referred for urgent counselling services.

In addition, she attended our free Legal Clinic, based at the hotel. She needed to seek specialised legal advice in relation to her pending asylum claim. Mrs H. was particularly concerned about her elderly husband who has been left behind. She was under the impression that she was unable to make an application for her husband to join her in the UK, until after her application for asylum has been decided positively.

During the appointment, she explained that the delay in the progress of her asylum claim and the separation from her vulnerable husband were taking a toll on her mental health to an extent that she was finding it difficult to cope. To protect Mrs H's welfare and minimise the risk of re-traumatisation, her Home Office paperwork was reviewed, by the legal adviser, and all the relevant information was obtained. On reviewing her paperwork, it became apparent that the client met all the legal requirements for making the type of application they were looking to make. Mrs H. was relieved to learn that she was able to challenge the Home Office's delay and make a Human Rights-based application for family reunification.

Financial Information

Statement of Financial Activities for the Year Ended 31st March 2021

	2021 Unrestricted Funds £	2021 Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Incoming resources				
Incoming resources from generated funds				
Voluntary Income	23,913	4,998	28,911	43,093
Grants	3,454	205,665	209,119	124,956
Interest receivable	115	-	115	267
Other incoming resources	-	544,165	544,165	414,741
Total incoming resources	27,482	754,828	782,310	583,057
Resources expended				
Cost of generating funds	3,500	745,550	749,050	550,377
Governance costs	-	11,715	11,715	9,581
Total resources expended	3,500	757,265	760,765	559,958
Net incoming resources before transfer between funds	23,982	- 2,437	21,545	23,099
Gross transfer between funds			-	-
Net movement in funds	23,982	- 2,437	21,545	23,099
Total funds at 1st April 2020	22,583	65,083	87,666	64,567
Total funds at 31st March 2021	46,565	62,646	109,211	87,666

Trustee's Statement

The above statement has been extracted from the accounts prepared by AVANT & Co and were approved by the Trustees of Barnet Refugee Service on 29/09/2021. The full report will be submitted to the Charities Commission and to the Companies House. Copies of the full report can be obtained from the Chief Executive Officer of Barnet Refugee Service.

Ponusamy Karunaharan
Treasurer



Christmas Gift Donations for Refugees and Asylum Seekers

Partner Organisations

1. Advice UK
2. Afghan Association Paiwand
3. Association of Jewish Refugees
4. Atta & Co Solicitors
5. Age Concern
6. BAN Network
7. Barnet Crisis Resolution and Home Treatment Team
8. Barnet Healthwatch
9. Barnet Homes
10. Barnet 0-19 Early Help Service, Family and Children's Services
11. Barnet Stand up to Racism
12. Barnet Mencap
13. Barnet Recovery Centre
14. Barnet Social Services
15. Barnet Multi Faith Forum
16. Barnet Volunteering Centre
17. Barnet East Locality Team
18. Barnet Wellbeing Hub
19. Bishop Douglas School
20. Bore Place
21. Barnet Youth Foundation
22. Barnet, Enfield & Haringey Mental Health NHS Trust
23. Barnet FoodShare Coop
24. Burnt Oak Women's Group
25. Barnet Library
26. Barnet Southgate College
27. Breaking Barriers
28. Brent Social Services
29. Barnet Council
30. Barnet Federated GPs
31. British Red Cross
32. Buttons and Bows
33. Public Health
34. Cambridge University
35. Camden Social Services
36. Community Focus (Articulate)
37. Child Poverty Action Group
38. Camden Social services
39. Centre Point
40. Cotton Tree
41. Colindale Communities Trust
42. Colindale Food bank
43. CommunityBarnet
44. Catholic Women's League.
45. Creater of Promise of Hope
46. Doctors of the World
47. Dahlia Project
48. Dr Azim and Partners
49. Duncan Lewis Solicitors
50. Felix Project
51. Good for Goods
52. Grahame Park One Stop Shop
53. Give Togethers
54. Great Ormond Street Hospital
55. GroundWork
56. Groundswell Project
57. Gatwick Detainees Welfare Group
58. Greater London Authority (GLA)
59. Helen Bamber Foundation
60. Hendon Jobcentre
61. Hyde Children Centre
62. Hendon Mosque
63. Homeless Action Barnet
64. Hestia
65. Harrow Food Bank
66. Hyde Children Centre
67. Inclusion Barnet
68. Iaspire Care
69. Jewish Volunteering Network
70. Kew Gardens (Community Scheme)
71. Kings College London
72. Let's Talk IAPT
73. LDS Charities Friendship Centre
74. London Faith and Belief
75. Meridian Wellbeing
76. Metropolitan Police
77. Middlesex University
78. Mind in Barnet
79. Migrant Help
80. Morrisons Colindale
81. Mercy Mission
82. Meeting Point
83. Multilingual Wellbeing Service
84. North Locality Link Worker
85. National Zakat Foundation
86. Near Neighbours
87. Northwestern Reform Synagogue
88. North London Hospice
89. North London Ismaili CIVIC

90. Onwards and Upwards (Leaving Care Team)
91. Project Seventeen
92. Phase 2 Care
93. Persian Advise Bureau
94. Refugee Action
95. Refugee Council
96. Refugee Support Network
97. Sangam
98. Silver Birch Care
99. St Mungo's
100. St John's United Reformed Church in New Barnet
101. Solace Womens Aid
102. The Network
103. The Faith & Belief Forum
104. The Sacred Heart Church
105. The Tavistock & Portman NHS
106. The Ex- Detainee Project
107. The Association of Jewish Refugees
108. The Flying Seagull Project
109. Transitions Living
110. Trinity Church in North Finchley
111. Turning Point
112. University of Oxford
113. Victim Support
114. Westminster Social Services
115. Well Spring Care
116. Mutual Aid Foodbank Willesden
117. West London Welcome
118. Young Barnet Foundation
119. Young Roots
120. West London Welcome
121. Shubbak Festival
122. The Northern Ireland Education Authority
123. London Youth
124. Give Together
125. Coram
126. Brunel University
127. Westminster LAC & Leaving Care Service

To get involved or donate to BRS
please visit our website:

www.b-r-s.org.uk

On 1st April 2021, at the beginning of the new financial year, Barnet Refugee Service changed its working name to become New Citizens' Gateway.

This new working name reflects our continued vision of supporting the integration of refugees into UK life and culture as equal members of our society. We are passionate about helping make the asylum process more humane for refugees and asylum seekers, and our new name will allow us to reach more clients to achieve this.



BARNET REFUGEE SERVICE

Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.

-Article 25(1) of the Universal Declaration of Human Rights-

SUPPORTED BY
MAYOR OF LONDON

