



# ANNUAL REPORT 2021 - 2022



Barnet Refugee Service  
(working name New Citizens' Gateway)  
Monday - Friday 9am - 5pm

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Charity Number: 1107965  
Co Ltd by Guarantee: 5243595



# Our Major Funders

## For 2021 / 22

- NHS Barnet (CCG)
- The National Lottery Community Fund (NLCF)
- The European Fund (AMIF)
- City Bridge Trust
- The Young Londoners Fund
- BBC Children In Need
- Lloyds Bank Foundation
- The One to One Children's Fund
- The Leatherseller's Company
- The Barrow Cadbury Trust
- London Community Foundation
- Respond and Adapt Programme (RAP)
- Barnet Council
- Space2Grow Fund
- London Churches Refugee Fund
- Latter-day Saint Charities in the UK



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# Foreword From the Chair

Through 2021 and the early 2022 we have seen lockdown restrictions gradually lift and society start to move back towards normal operations. Despite the tightening UK immigration policy, asylum applications have surged to levels not seen since 2003. This has been compounded by the war in Ukraine, causing a further large migration of people looking for safety and many seeking asylum in the UK.

NCG has been open for business throughout the pandemic. During 2021 and early 2022, NCG staff have been gradually returning to partial work from the office and to meeting face-to-face with selected clients in larger venues provided by our partners. The organisation has been cautious about relaxing restrictions too quickly, given the uncertainty of further waves and new variants of COVID infections. Nevertheless, staff and volunteers at NCG have maintained and improved the service levels for our clients using their new skills in online working. They have further planned for the imminent return to life without pandemic restrictions, where a hybrid of face-to-face and online working will be offered to best suit our clients' needs.

In this period, NCG has developed the in-person service of our Outreach Team who directly access and support asylum seekers living in Refugee Hotels. This service has been a lifeline for many asylum seekers traumatised and desperate for support.

We were very pleased that the work of our staff and volunteers has been recognised through awards given by Barnet Council's Civic Award and as a runner up for the GSK Impact Award. I would like to add my thanks and recognition to Nazee, the staff and the volunteers for their dedication and creativity in responding so well to the challenges we had and continue to face.

We are deeply grateful for the continued support provided by our funders and for their flexibility in working with us through these challenging times. Their flexibility and generosity have given us the headroom to support the refugee and asylum seeker clients that we serve through these restrictive and uncertain times.



**Conor Doyle**  
Chair

As we look forward to the year ahead, we anticipate that adapting to life with COVID will be interesting and will undoubtedly bring its own challenges. We see further growth through the extension of the UK AMIF work but we also face the end of UK AMIF funding and other key funds such as NLCF, Lloyds Foundation and Young Londoners at the end of 2022. Replacing these funding streams is an important focus for the year.

In Nov 2021 we held a stakeholder engagement workshop looking at the Future of NCG. In 2022/23 we will continue this work by revisiting and refining our vision and strategy. We will also be implementing updates and refinements to our systems and processes to ensure that they are appropriate for the scale of organisation that we have become.

Our team is clear about the importance of their work. I am wholeheartedly confident of this team's ability to adapt and thrive in our evolving environment and I look forward with confidence to the year ahead.

# CEO's Message

2021/22 was a year of extreme humanitarian challenges. During the past year while still coping with COVID, we witnessed deteriorating humanitarian and displacement situations in numerous countries around the world, including Afghanistan, Ukraine, Ethiopia and many more. Here in the UK, we witnessed the scandal over transporting mentally and physically exhausted asylum seekers to Rwanda for assessment of their asylum application.

It is therefore no surprise that in 2021 the world saw a record high of 85.8 million forcibly displaced people – a number that has more than doubled during the last ten years, and that will continue to grow in 2022. It's important for all to know that behind this abstract and anonymous number are human beings who have been forced to leave their homes because of violence, persecution, or war. They have been uprooted, leaving their entire lives behind. Like every other human being on this planet, they seek to live a life in dignity, freedom, and security.

The crisis in Ukraine caught the attention of the international community including us but here at NCG we made sure that this would not allow other vulnerable refugees to fade into the background and we continued assisting people in need to the best of our abilities.

During the past year we expanded massively, continued our services under our "Holistic Model of Support" and adopted a new working name of New Citizens' Gateway to reflect the wider reach of our organization.

I am immensely proud to present our Annual Report 2021-22 which reveals the hard work of our dedicated colleagues and volunteers, who make a real difference to the lives of many refugees and asylum seekers in the UK, and I am thankful to all of them. This report reflects the increased trust and confidence that beneficiaries,

partners, donors and funders have shown NCG. We will do our best to live up to these expectations by doing our utmost to provide more and better support in order to help refugees and asylum seekers to help themselves.

I am greatly indebted to our funders, partners, donors and those who have supported us for the past few years.

My deep-felt appreciation goes to the Board of Trustees who have given me and the team ongoing support and motivation. I would like to mention the continuing, sometimes daily support from our Chair, Conor Doyle, and our Treasurer Ponusamy Karunaharan, who both have been like a rock in our sometimes challenging situations and I am forever grateful to them for their support and solidarity.

We work in a sector that receives the least support, deals with the most complex problems and is issued with the least number of resources, but as a team we are determined to deliver world-class services that give people the opportunity to thrive.

The NCG team is looking forward to the next chapter of our journey, which is already underway. Our strategic plan is under review and has bold ideas, whilst remaining true to our mission. We will continue to find new and better ways of working. We will keep fighting for refugee rights and against hostile environment policies.



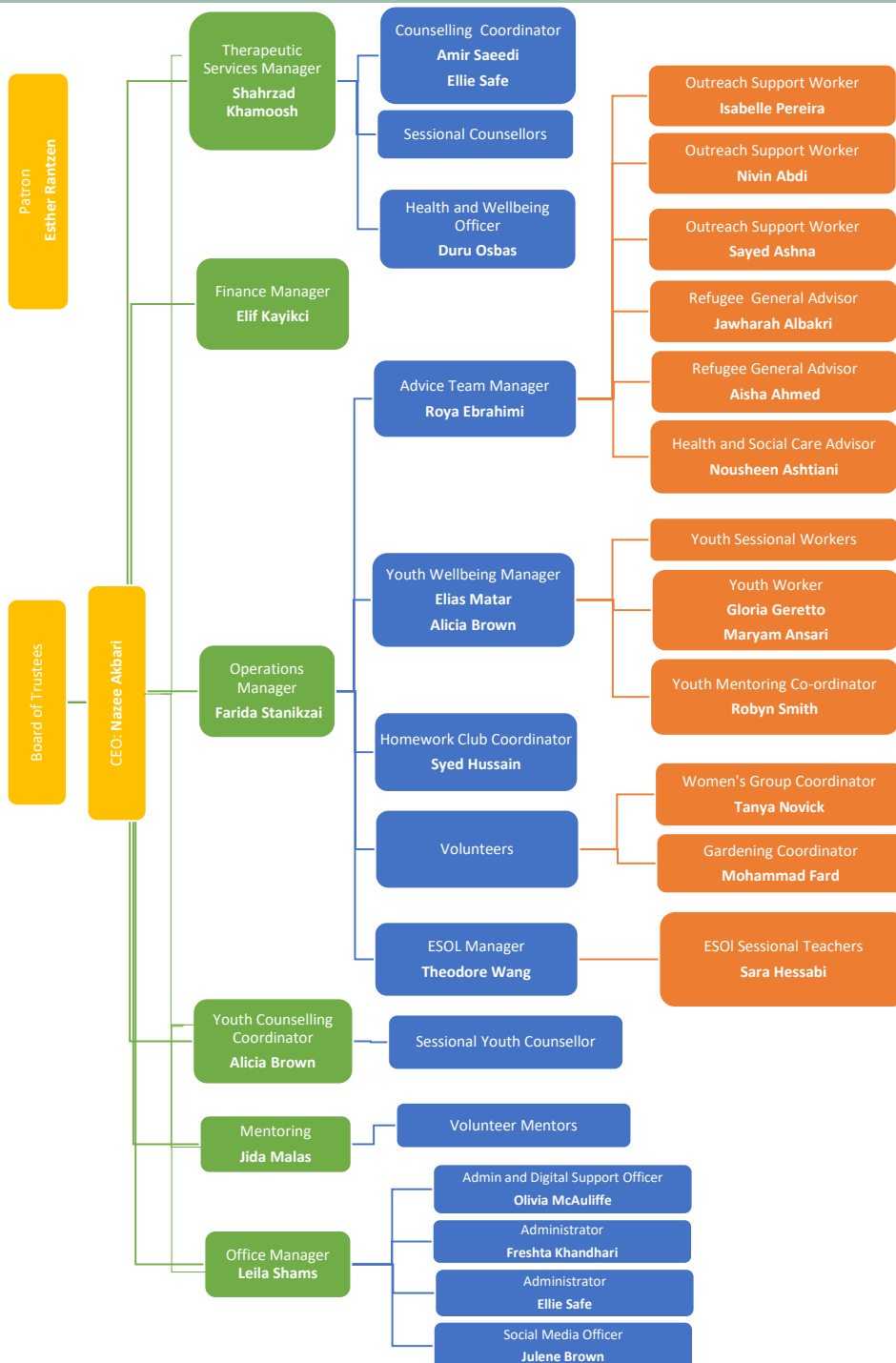
**Nazee Akbari**  
CEO

**We will work together to make the UK a welcoming place for everyone.**

# Organisational Chart

## Trustees Serving in 2021-2022

Conor Doyle (Chair) Ponusamy Karunaharan (Treasurer)  
 Ahmad Hashemi (Secretary) - Resigned January 2022 Golnar Bokaei  
 Helal Attayee - Resigned September 2021 Ammar Bajboj - Resigned December 2021  
 Sanjiv Ahluwalia Penny Trafford  
 Pegah Tamkinfard - Joined January 2021





# Staff 2021-2022

Nazee Akbari	Chief Executive Officer
Farida Stanikzai	Operations Manager
Jida Malas	Mentoring Manager
Elif Kayikci	Finance Manager
Leila Shams	Office Manager
Ellie Safe	Administrator
Fresha Kandhari	Administrator
Olivia McAuliffe	Admin & Digital Support Officer
Julene Brown	Social Media Officer
Roya Ebrahim	Advice Team Manager
Nousheen Ashtiani	Health & Social Care Advisor
Duru Özbas	Health and Wellbeing Officer
Aisha Ahmed	Refugee General Advisor
Jawharah Albakri	Refugee General Advisor
Nivin Abedi	Outreach Support Worker
Sayed Ashna	Outreach Support Worker
Abdul Qoqoos	Outreach Support Worker
Isabelle Pereira	Outreach Support Worker
Shahrzad Khamoosh	Therapeutic Services Manager
Amir Saeedi	Counselling Coordinator
Theodore Wang	ESOL Manager
Elias Matar	Youth Wellbeing Manager
Alicia Brown	Youth Wellbeing Manager
Robyn Smith	Youth Mentoring Coordinator
Gloria Geretto	Youth Worker
Maryam Ansari	Youth Worker

## Sessional Workers

Nida Zwak	Youth Worker
Aymen Belkacem	Youth Worker
Emily Hollingsbee	Youth Art Therapist
Katie Miller	Youth Art Therapist
Ghazala Khattak	Youth Counsellor
Banu Aydin	Counsellor
Kiyemet Omur	Counsellor
Sultana Momand	Counsellor
Valbona Preniqi	Counsellor
Fadi Salam	Counsellor
Negeen Zohari	Counsellor
Sahar Salim	Counsellor
Sanaz Mohebpour	Counsellor
Ettie Kia	Family Therapist
Kiran Seth	Clinical Supervisor
Paul M Terry	Clinical Supervisor
Fatuma Farah	Clinical Supervisor
Sara Betteridge	Clinical Supervisor
Haleh Kazemian	Clinical Supervisor
Syed Hussain	Home Work Club Coordinator
Sara Hessabi	ESOL Teacher
Tulin Ucur	ESOL Teacher

## 116 Volunteers



# CEO s Report

## Annual Report for the year 2022/22

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 [info@ncgateway.org.uk](mailto:info@ncgateway.org.uk)  
Website [www.ncgateway.org.uk](http://www.ncgateway.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.

### Change of Name

Since April 2021, Barnet Refugee Service (BRS) has adopted a working name of **New Citizens' Gateway**.



### Financial Statement

A summary of our externally examined accounts for the year ending 31st March 2022 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 2022 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 to be built as soon as is practically possible.

The minimum reserves will be two months' operating costs. We recognise that there is a shortfall which has been caused by the organisation's rapid growth over the last 5 years. The organisation is focused on addressing this shortfall and getting back to mid-range as soon as possible.

## Current Funding

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

- NHS Barnet (CCG)
- The National Lottery Community Fund (NLCF)
- Barnet Council
- The European Fund (AMIF)
- City Bridge Trust
- The Young Londoners Fund
- BBC Children In Need
- Lloyds Bank Foundation
- John Lyon's Charity
- The One to One Children's Fund
- The Leatherseller's Company
- Space2Grow Fund
- The Mercers' Company
- GlaxoSmithKline Award
- 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. Since April 2021, we adopted a working name of "New Citizens' Gateway" (NCG).

## Our Ethos

NCG, 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 the UK.

At the core of service delivery is its belief in the positive contribution refugees and asylum seekers can make within a culturally and ethnically diverse society.

NCG 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

New Citizens' Gateway 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.*

New Citizens' Gateway will challenge discrimination and lack of opportunity in its own policy and practice and will help other organisations and individuals to do the same.

New Citizens' Gateway aims to create a culture that respects and values each other's differences and sees these differences as an asset to our work as they improve our ability to meet the needs of the organisations and people we serve.



## Our charity's objectives, 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.





## The strategies we use as the focus of our work are:

1

Our Holistic Approach whereby we consider the many factors affecting a refugee or asylum seeker including knowledge of the UK, language skills, financial resources, social factors, physical and mental health and levels of confidence, rather than just the immediate issue being presented. Our Holistic Approach to serving refugees and asylum seekers recognises that these people's issues must be treated in the context of the whole person.

2

Co-ordination with other support services and charities in the sector. Through this approach, we recognise and make use of the strengths of the other organisations working in this sector so that we work together towards our common purpose of supporting refugees and asylum seekers.

3

We shape our services based primarily on on-the-ground demand. We believe that listening to our clients is the best way to understand their needs and how best to support them. We use quality assurance systems and feedback from those we work with to constantly improve the relevance and quality of the service we provide.

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

- To provide information, advice and support services to asylum seekers and refugees.
- To help promote equality of access to health care, social care, housing, legal representation, education and training for asylum seekers and refugees.
- To provide and enhance educational and employment opportunities available for asylum seekers and refugees.
- 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.
- To act as an information resource for statutory agencies, voluntary organisations and the wider community.
- To ensure that service providers deliver culturally sensitive and appropriate services to asylum seekers and refugees.
- To assist destitute and/or homeless refugees and asylum seekers to access emergency food and support.
- 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.
- To significantly influence local and national strategies and policies with regard to refugees and asylum seekers.
- 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.
- To provide emotional and social activities to young refugees and asylum seekers to develop their confidence and skills.
- To provide emotional support through psycho-social activities, counselling and ecotherapy with the aim to improve the mental and physical wellbeing of our clients through doing outdoor activities in nature

# Donations

We received **£55,746.47** from individuals, organisations and faith groups. Our special thanks go to one of our supporters who made a generous anonymous donation of £3,500, Mr & Mrs. Demashkieh £11,3573, Latter-day Saint Charities £3,169, and £3,500 from Khawateen (Association of Asian Muslims of North London), and Tudor Junior Children's Trust £1,000.

On behalf of our clients we are extremely thankful for their generous donations. During the year, food was donated by numerous churches, mosques 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 Big Shop Appeal for New Citizens' Gateway and managed to raise £7,837.89.

For our end of year party, we were donated many gifts from various sources including faith groups, Goods for Good, Young Barnet Foundation 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 donations in kind:

Kol Nefesh Masorti Synagogue,  
Goods for Good,  
The Sacred Heart Church Mill hill,  
St. Mary at Finchley,  
Trinity Church, Colindale,  
Trinity Church, North Finchley,  
Gail's Artisan Bakery,  
Kew Gardens Community Access Scheme,  
The Betty Messenger foundation,  
North London Ismaili CIVIC (uc),  
Age UK Barnet  
The Hygiene Bank Barnet  
Care4Calais,  
Stand Up To Racism Barnet,

Young Barnet Foundation,  
Barnet Food Hub,  
Living Way Ministries,  
Buttons and Bows,  
Groundswell Project,  
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 £8,500 (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:

Chipping Barnet/ The Trussell Trust Food Bank,  
Khawateen (Association of Asian Muslims of North London),  
Mark Novick,  
The Harris Family,  
Bushra Choudhury,  
Suleman Sharjeel,  
Aralbridge Ltd,  
Young Barnet Foundation,  
St John's United Reformed Church,  
Ruth Hayman Trust,  
The Bernard Charitable Trust,  
Churches Together

and many individual donors. The small grants covered the costs of education and training, household items, emergency shelter for domestic violence victims, medical and mobility fees, IT equipment and subsistence. On behalf of our clients, we thank them all for their ongoing support.

# Advice Team



**Roya Ebrahimi**  
Advice Team Manager



**Aisha Ahmed**  
Refugee Advisor



**Jawharah Albakri**  
Refugee Advisor



**Nousheen Ashtiani**  
Social Care Advisor

## Advice, Information and Guidance

We provide advice, information and support to refugees and asylum seekers on a variety of issues, promoting equal access to services, particularly health. We expanded on this service as amongst the significant changes for this period, the name-change from BRS to NCG brought with it new opportunities to serve a larger community of refugees and asylum seekers across London.

The Advice Line service was in operation for 5 days a week and for 253 days during this period. The duty advisers responded to over 3000 clients, who either required immediate advice/ action or one-to-one interviews at a later time. In addition to that, each on-call adviser also received

more than 5 calls a day from clients on their office mobile number. That brought the total to over 6,000 calls per person, which brings the total number of enquiries to around 18,000. Meanwhile, we recorded 477 new cases of a multiple-enquiry nature on the database, and hundreds of ongoing cases who received support from various advisers.

Moreover, during the past year we successfully passed the AQS assessment in August 2021 and continued being reassured about the quality mark and provision of high-quality advice at NCG.

During last year we randomly picked 250 out of 477 new clients to conduct our customer satisfaction survey. 107 clients responded and over 85% were highly satisfied with the service.

Our special thanks must go to all our advisers and the Advice Team Manager, Roya Ebrahimi, for their hard work and dedication. We also would like to thank our funders, European Fund (AMIF), National Lottery Community Fund and Lloyds Bank Foundation.

**“The New Citizen Gateway organisation have been very supportive to us. Our family is extremely grateful for everything you have done. Your support, kindness and hospitality will always be remembered by us throughout the rest of our life. Thank you. ”**



## 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 NCG to meet its funding needs through several funding bodies. We work hard to maintain the funding stream through donations and funding from trust funds, government bodies, members, local businesses and organizations and the general public. We will be working to diversify our fundraising activities so that more personnel are involved and more focus is put on securing unrestricted funding and building our reserves.

## Family Reunion Support

Once they become refugees many people struggle to unite their families. NCG plays a crucial role in this critical phase of resettlement.

We are lucky to have Mercy Mission, a community development organisation, as part of our donor family. We have been working with them closely since 2020. They support refugee families seeking to settle legally in the UK under the family reunion scheme. Their contribution has allowed us to sustain our efforts in making a difference in the lives of many of our clients who are one of the most marginalised groups in our society.



***“I am a single mother living with my daughter who’s studying in college, and I am a pensioner. When I got my refugee status, I wanted my son who has Down syndrome to join me in the UK. When he got his visa, I was over the moon but at the same time extremely worried as I did not have money to buy his flight ticket as well as for someone else to escort him to the UK due to his health problem. I am glad I discussed the issue and my concerns with the NCG Operations Manager, who assured me she would do her best in reuniting us. After 2 days she rang me and gave me the good news that Mercy Mission kindly agreed to pay £1,000 for the flight tickets not only for my son but also the person who escorted him. I am thoroughly grateful for the generous donation of Mercy Mission and NCG support. Words cannot describe how happy I was after seeing my son at the airport after 6 years separation. You did make a difference for us; we are immensely thankful to you.”***

**GS from Afghanistan**



# Health and Wellbeing

As a member of Barnet Wellbeing Hub much of our work is directly health focused such as the advice work where we saw clients with over 3000 health related enquiries.

During 2021/22 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 subjects
- 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 issues in a green environment and providing workshops on food and nutrition for our clients
- Providing one-one emotional support/ counselling and group work to youth and adults
- Provision of family and couples therapy
- Psycho-educational workshops through IAPT provision
- Series of therapeutic weekly activities to refugee women with mental health problems, victims of domestic violence, torture and rape through our Women's Group, Jasmine. i.e. music therapy, yoga, mindfulness, art & craft, poetry, dance etc.
- Close partnership work with researchers e.g. Anglia Ruskin

University, Brunel University, UCL, King's College London

- Active membership in supporting the Barnet Wellbeing Hub.
- Sharing our "Holistic Model of Support" with professionals through Healthcare conferences organised by The Tavistock & Portman NHS Foundation Trust

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

We are a resource to be drawn upon by health professionals to support them in supporting this client group and understanding their needs better.

We were closely involved in policy work around the provision of counselling and psychotherapy services for refugees and asylum seekers, including young refugees.

"I know there is nothing I can do about my situation besides from wait... I'm anxious all the time and stay up all night worrying about what my future holds. Being stuck in one room all day is so lonely, but just having someone to talk to about my feelings will help me feel like I am not alone."

A client sharing the reason why he is referring himself to the counselling service.

## mental health awareness sessions

Learn how to deal with emotions, anger and stress with our free support group. Feel free to join for 1 session or more.



# 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:

**3,500** 

Over **3,500** clients accessing all our services

 **49**

Day Trip to Clacton - on – sea with **49** Participants  
Day Trip to Kew Gardens with **47** Participants

**1,660** 

Over **1,660** one to one counselling sessions provided to **139** clients; **204** one to one youth counselling sessions provided to **17** young people

 **802**

Emergency food parcel provision to over **802** clients

**58** 

**58** Gardening sessions

 **85**

**5** Art & Craft and cookery workshops with **85** participants

**42** 

**42** weeks of Jasmine Women's Group with **18** Yoga sessions on average, **12** participants for each session

**326** 

**326** people attended ESOL classes in both formal and informal classes.

 **150**

Over **150** young people involved with our successful youth activities

**650** 

Supported over **650** asylum seekers placed in London Hotels

 **115**

**115** staff and volunteers completed Level 1 adult and children safeguarding training

**30** 

**30** refugee children had weekly tuition sessions (KS1- KS4) - Maths and English

 **12**

**12** volunteers joined an overview of asylum system training

 **116**

**116** active volunteers supported BRS within different activities

**24** 

Residential Retreat in Kent with **24** participants

 **18,000**

Over **18,000** Advice/ general enquiries

# Celebrating Refugee Week

## STORIES not STATUS

Refugee Week is a UK-wide festival celebrating the contributions, creativity and resilience of refugees and people seeking sanctuary. It is a platform for people who have sought safety in the UK to share their experiences, perspectives, and valuable contributions.

On Monday 21st June 2021, NCG celebrated Refugee Week with an online event "Stories Not Status". More than 80 people including The Worshipful the Mayor of Barnet, Councillor Alison Cornelius, joined the event.

The event featured a packed schedule of inspirational talks, art, and singing from renowned Palestinian artist, Nancy Hawa. Our clients and refugee volunteers shared stories of their experiences and hopes for the future.

## Written by refugees during Refugee Week:

*"All the time I ask myself when that time will come in which all people have a live with lots of love.*

*People know and respect each other as human and all people do their best to help each other to improve their lives.*

*Hope that day/time will come very quickly that we all have a calm live and all of us be educated well and be independent. That time surly we have a complete and perfect live."*



*"I imagine a perfect world to be full of peace and tranquil without any war and killing or assassinating.*

*I wish of world where men and women, black and white have exactly equal rights and opportunities throw the world.*

*I dream of world to be where all of children can live and grow and educate and enjoy their lives.*

*I hope the world change to where all people respect to each other no matter from any religion or colour of skin."*

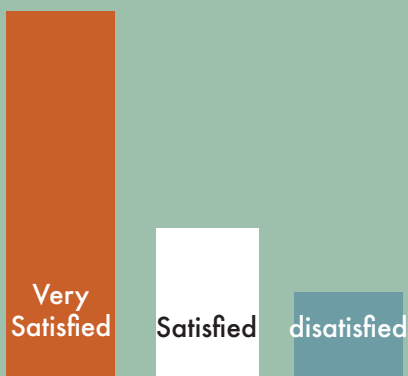
# Who Are Our Clients?

## Customer Satisfaction Survey

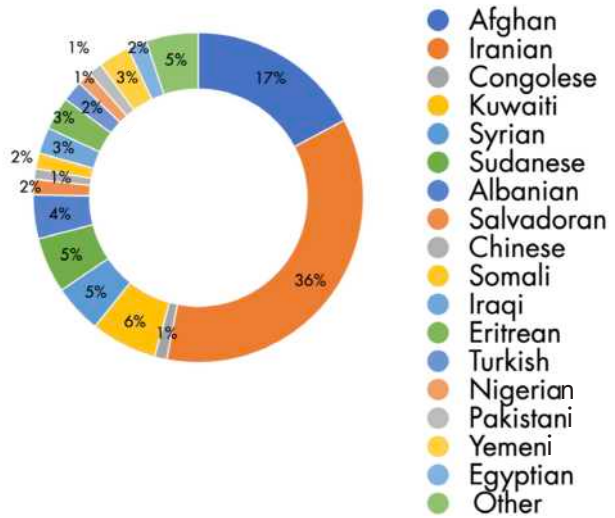
We strongly believe that In order to make sure we provide the highest standard of service to our clients based on their needs, it is essential to have in place a feedback process for those who access our services. This also helps us to retain our Advice Quality Standard of the Community Legal Service.

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

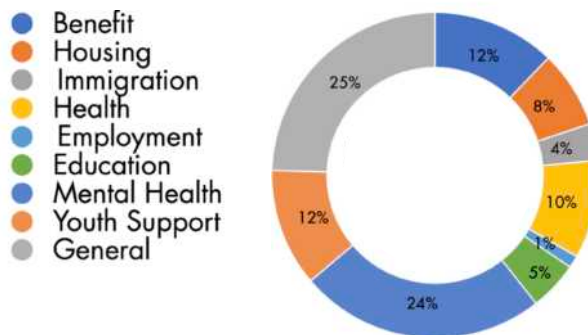
### Client Satisfaction 2021-2022



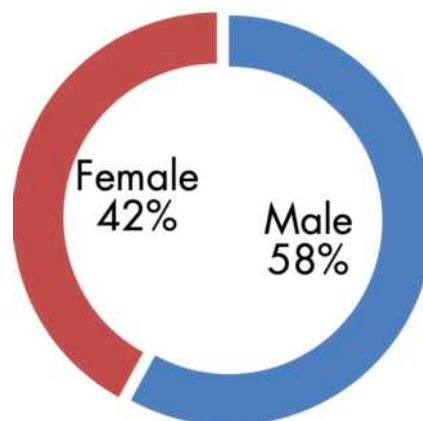
## Where Our Clients Come From 2021-2022



## Enquiry Areas 2021-2022



## Clients by Gender 2021-2022





# Outreach Team



**Roya Ebrahimi**  
Outreach Manager



**Niveen Abdei**  
Outreach Worker



**Sayed Ashna**  
Outreach Worker



**Isabelle Pereira**  
Outreach Worker



**Abdul Qoqoos**  
Outreach Worker

During the pandemic, with the various travel restrictions, a large number of asylum seekers arriving through south east ports were placed in London hotels by the Home Office and still remain there. Funded by Barnet Council we managed to set up our Outreach Team at two of the local hotels to respond to the needs of hundreds of people. This funding enabled us to assist these asylum seekers, who are isolated, homeless and sometimes without food, clothing and healthcare, to access services. Our weekly surgeries provide high quality, one to one advice and support to over 650 asylum seekers staying in the hotels and in particular support those unable to meet their essential needs.

During 2021/22 our outreach team continued with regular surgeries to meet the demands of the clients' needs. They

## Asylum Seekers placed in London Hotels

provided general advice to 650+ clients, on a drop-in basis, and a further 237 asylum seekers have registered with us to receive our one-to-one advice and advocacy support, or help in accessing other services within NCG. In addition to our outreach service these clients accessed our various services including language classes, counselling therapy, legal clinics, hardship support, psycho-educational workshops, food vouchers, access to our women's group our allotment and youth activities. Providing these services has enabled us to commit to our Holistic service provision for all clients of NCG. Our special thanks must go to Barnet Council and many other funders who have supported this initiative during the past couple of years.



# Bilingual Counselling Service



**Shahrzad Khamoosh**  
Therapeutic Services  
Manager

**Amir Saeedi**  
Counselling  
Coordinator

**Ellie Safe**  
Counselling Coordinator  
Since February 2022

Asylum seekers' and refugees' mental health and wellbeing continue to be a devastating global issue and consistently remains low on the priority list to receive proper funding. Due to the lack of early intervention, on many practical and psychological levels many asylum seekers and refugees experience re-traumatisation following their departure from their home countries, during their journey to reach safety in their country of choice, as well as the unexpected difficulties and challenges faced after their arrival which could last for several years, not to mention the threat of deportation.

As expected, our counselling service has been very busy, considering the increase in asylum seekers arriving from around the world. General Practitioners, NHS professionals and other voluntary services have reached out to NCG as the more suitable service to refer their clients who have been affected by humanitarian crises for psychological support. Low-awareness, language, and stigma are amongst the barriers faced by refugees and asylum seekers accessing the available help and support they are entitled to. With offering counselling that is culturally sensitive and in the clients' mother tongue, we aim to eliminate any external and personal barriers preventing this client group from receiving psychological help.

Our counselling service is run by a team of twenty bilingual, qualified, and volunteer trainee counsellors and psychotherapists.

All our counsellors receive fortnightly supervision from one of our four external qualified and experienced supervisors. The team includes IAPT trained/approved counsellors and supervisors. NCG is a registered member of the British Association for Counselling and Psychotherapy (BACP) and all counsellors adhere to BACP's code of ethics. Counselling is offered in Arabic, Farsi, Pushto, Dari, French, Albanian, Italian, Turkish, Somali, Swahili, Bengali, Gujarati, Hindi, Punjabi, and Urdu. Where no suitable bilingual counsellor is available, interpreters – fully trained to interpret in counselling situations – are used.

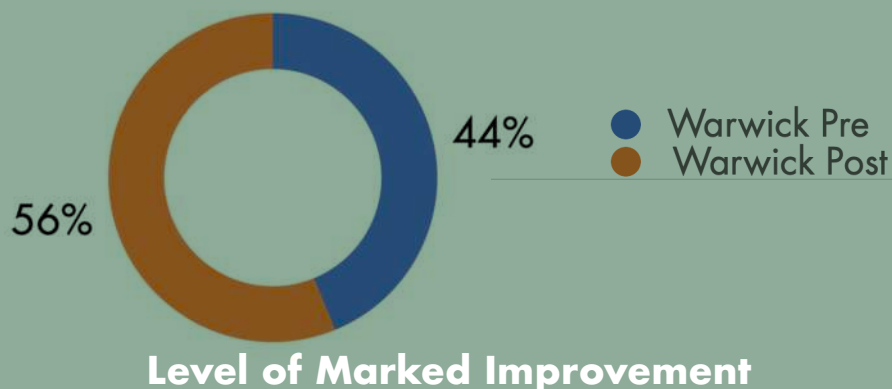
During the past year 374 clients were referred to our counselling services, of whom 23 were deemed unsuitable for brief counselling; 142 were either out of reach or uninterested in having treatment and 139 clients received counselling. We delivered a total of 1400 individual or couple therapy sessions and have over 100 waitlisted for their initial consultation or to start counselling.

Our special thanks must go to our funders, NLCF and Barnet CCG for financially supporting this valuable service. We also would like to thank our dedicated team of counsellors, clinical supervisors, our Counselling Coordinators and in particular Therapeutic Services Manager, Shahrzad Khamoosh who make this vital project a success.

## Impact Measurement

To measure the impact of this service we asked counselling clients to rate their mental well-being before and after counselling, using the Warwick–Edinburgh Mental Well-being Scale (WEMWBS). During the past year we randomly selected and analysed 63 questionnaires completed by clients which showed that there was a marked improvement in their mental well-being: The Before: After ratio for the period 2021-2022 was an average **44:56** with the greatest improvement for an individual client being **31:69**.

In order to assess the level of clients' satisfaction accessing the counselling service we randomly picked 30 clients out of 139 who used this service and asked them about their experiences. The average shows that 86% of the clients reported being very happy with the service they received. 70% reported that using our services improved their overall wellbeing. Around 14% of clients felt they needed longer term therapy and that 12 sessions were not long enough to help their complicated mental health issues.



## GSK Impact Award Runners Up

We are proud to announce that we received a runner up GSK IMPACT Award 2021 for our work improving the physical and mental health of refugees and asylum seekers. Following a rigorous selection and assessment process, NCG was chosen from more than 350 charities across the UK as one of the 10 runner up winners of the 2021 GSK IMPACT Awards. In partnership with the King's Fund, the awards are designed to recognise the outstanding work of small and medium-sized charities working to improve health and wellbeing in communities across the UK.

It was recognised that despite the pandemic New Citizens' Gateway continued to offer targeted health and wellbeing support to refugees and asylum seekers as the most disadvantaged people living in London and beyond. By applying improvements suggested in some areas of our work we are hoping to achieve the full award next year.





# IAPT Psycho-Educational Workshops

Improving Access to Psychological Therapies (IAPT) service step two provides psychological low intensity support for mild to moderate level of depression and anxiety. During 2021-2022 we provided various workshops on different topics e.g., PTSD, anger management, sleep 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.



**Duru Ozbas**  
Health and Wellbeing  
Officer



Although some people found these workshops useful, due to the nature of complex mental health issues, our clients' experience, their traumatic experiences and their current practical issues, they did not find these workshops helpful. The feedback from our clients showed that they were more in need of one-to-one therapy. We used an evaluation form to measure the quality of our workshops and the impact of this activity on our clients.

Out of 542 clients completing the evaluation forms 21% found the workshops useful and 45% did not find any improvement in their mental health. Also 43% felt the workshops did not improve their coping skills in dealing with their mental health issues. This matter has been raised with our commissioners at CCG and it has been agreed that from April 2022 a blended model of both one-to-one therapy and workshops be provided.

**NHS**  
**Barnet**  
Clinical Commissioning Group





## Case Study

Mrs. M

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

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

Client was assisted to apply for Universal Credit for the family

and also to get temporary accommodation through the local council, as they had to leave the Home Office provided accommodation within the given period. They were all helped to register with their local GP, the school-aged children were helped to register at a local school and also to join NCG's Youth Club and the Tuition Club, which also helped them with Maths and English. Mrs. N was then registered in our ESOL classes and was also referred to our Women's Group, which she decided to join at a later time.

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

## London Legal Support Sponsored Walk 2021

After a year off due to COVID, the London Legal Walk took place again on 18th October 2021 with 650 registered team and over 8500 walkers. Despite the cold and rainy weather our dedicated team of walkers, alongside other walkers completed 10K Charity Walk for the 14th time!

Thanks to our dedicated 12 walkers who raised around £1200 in sponsorship. The fund raised by our walkers went directly to NCG and made a significant contribution to our vital advice service for our clients who have fled persecution and seek asylum and a chance to rebuild their shattered lives.

Our special thanks go to the walkers and most importantly all the sponsors who generously sponsored our walkers to raise fund for this important cause.



# Drop-In for Destitute Asylum Seekers and Refugees

People experience destitution and financial hardship across all stages of their asylum claim. Home Office provided asylum support is insufficient to ensure people can meet their basic needs. Therefore, many depend entirely on charities to meet their daily needs.

NCG has been running a Drop In to support destitute asylum seekers since 2006. This essential project has continued to flourish and this year 564 clients collected clothes and food parcels. In the course of the year food was donated by numerous churches, mosques and synagogues and food banks. We would like to thank Colindale Food Bank, Burnt Oak Women's Group and Living Way Ministries, Barnet Foodshare and Goods for Good for their support.

Also, on behalf of our clients, we are extremely thankful to Mrs Jodi Mishcon, who continued to support the Big Shop Appeal for New Citizens' Gateway and managed to raise £7,837.89 this year to support destitute refugees and asylum seekers.



“

*I am not a greedy person; I am just a human being. I live in the hotel for the last 11 months. I don't have a penny to buy food from my country. With your donation I managed to buy food and clothes, thank you so much.*

”

## Clothes and Supermarket Vouchers Donations

Last year, NCG liaised with other charities, local community groups and wonderful individuals to bridge the gap between what our clients needed and what we could give them. Many of our clients placed in the hotels lack adequate clothing and footwear, having arrived in the UK with just the clothes they were wearing. Most 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 donations from Goods for Good, hundreds of supermarket vouchers donated by our individual supporters and the Trussell Trust, Latter-Day Saint Charities and Khawateen (Asian Muslims of North London) we managed to help more than 1200 asylum seekers in different hotels, including 180 families and 400 singles in four hotels in Barnet.

# Psychosocial Therapeutic Activities

Refugee and asylum seekers often present with complex mental health needs, in the context of traumatic life experiences in their countries of origin. Many experience displacement and hardship in transit countries and have embarked on dangerous journeys.

Through our psychosocial therapeutic activities, we provide our clients with a series of workshops, with the aim of strengthening them and their families through the promotion of activities such as flower art, and craft workshops and educational outings.

During 2021/2022 we provided a series of five art & craft and cookery workshops. These workshops were very popular, and on average 12 to 14 refugees joined each session.

NCG also successfully managed to run 18 yoga classes which enabled the women to participate and benefit from exercise, the calming atmosphere and social interaction. The classes were conducted sitting on chairs, so that everyone, regardless of mobility or age, was able to participate.

On average 12 refugee women joined each session. Regular attendees have come from a range of countries including Afghanistan, Turkey, Nigeria, Algeria, Syria, Ivory Coast, Iran, the Congo, Eritrea, Uganda, and Albania. All the above workshops and yoga sessions were run by qualified and professional facilitators to whom we are very grateful.

## Feedback

***“I did not know I can draw pictures, it reminded me of the time I was 14 or 15 and drawing these flowers and embroidered on piece of cloths for my wedding.”***

***“Reminded me of my childhood, for 2 hours I had the feeling that I am a primary school child, please do it again.”***

***“So amazing, share your feelings with others, transfer the feeling on a paper as an art, the trainer was great.”***



# 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.

For parents moving to a new country with their children, it can be very disempowering to feel that they can't help their children with homework because of the language barrier and lack of understanding of the UK school system. The majority of them face numerous challenges in adapting to their new country and schools. Most of their children are substantially behind at every educational Key Stage, experiencing significant barriers to learning, which can result in low attainment levels, challenging behaviour, the risk of exclusion and restricted opportunities in life and employment.

To enable these newly arrived children to thrive in education, NCG has been running free tuition for the past 5 years.

During 2021/2022, with the financial support of the European Fund (AMIF) we successfully continued our weekly, formal, one-to-one tuition/homework classes in Maths and English for 59 students from year 3 up to A-Level, either face to face or using various online platforms.

The big challenge we faced was digital exclusion among our client group. Most of the students did not have access to smartphones, laptops, or a reliable internet source. Our thanks are due to Age UK Barnet, Ismaili CIVIC and Vodaphone who kindly donated laptops, smart phones and data SIM cards to NCG.

Our special thanks must go to our funder, European Fund (AMIF). Our Homework Club Coordinator Syed Hussain and all teachers and volunteers who made this project a success.

“

***There are a lot of things which we enjoyed during the session, but the most fascinating was our lesson time we learnt a lot and had an amazing and motivated tutor who explained everything more clearly in an understandable way. NCG had tried a lot to not miss anything that could support us. This programme was very supportive particularly for the students like us who were new in this country and not very familiar with system and to allow our students to complete their one-year course successfully.***

”

## Client Testimonial



# 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 all the challenges caused by the pandemic, our "Journey to Integration (JTI)" project had another successful year. During the past year we served 170 new refugees under this programme and supported them through their integration. This makes a total of 677 refugees who have accessed this activity from the start of the project.

The aim of this project is to increase integration and address isolation through intensive support. The activities within this project complement other NCG activities and includes: Volunteering, Mentoring, ESOL, Citizenship Activities, Information, Advice and guidance and 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

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

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



# Sowing Seeds Gardening Project



Six years ago, under our Ecotherapy programme, we established a new project called "Sowing Seeds Therapy" to promote the good mental and physical wellbeing of refugees and asylum seekers through outdoor activities in a green environment (Ecotherapy).

The project had a major positive impact on our client group, providing them with a calm place that promoted their emotional well-being, especially as most have had traumatic experiences and may still be suffering the effects of such trauma. Being in a green environment also helped to reduce anxiety, improve their health and wellbeing, build social and communication skills and boost their confidence.

From April to October 2021, we offered 58 gardening sessions. Around 31 clients including 3 volunteers were regularly involved, in addition to the more than 95 people, including staff, other volunteers, external organisations, our ESOL students, our youth group and our Women's group who participated in the activities offered at our garden.

Our allotment is located within walking distance of one of the hotels where asylum seekers are residing. Most of them stay in small rooms and experience isolation and depression because of their

immigration status and the asylum system. Being outdoors, learning new skills and socialising with other clients and members of the allotment proved to be beneficial to them all.

With the support of a volunteer gardener the clients had an opportunity to plant a variety of British vegetables as well as seeds from their countries of origin. Our clients also had an opportunity to cook and share their traditional dishes at the allotment using allotment produce.

Feedback from clients who took part in gardening activities in 2021 show that in virtually every category their participation had had a positive effect on their wellbeing:

**100%** of respondents identified that they were, either 'all of the time' or 'often', feeling relaxed, interested in other people, good about themselves, confident, interested in doing new things, cheerful, able to manage their stress, and sleeping well.

***"I join the allotment at least 4 days a week, coming to the allotment has saved my life."***

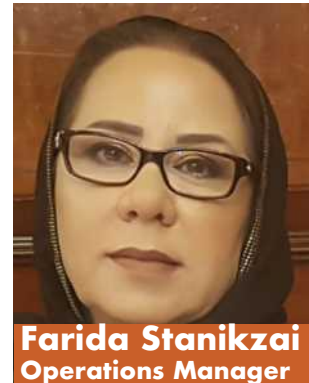
# Volunteering Project

Volunteers are an invaluable resource who contribute enormously to every service run at NCG. They hail from all walks of life and backgrounds and bring a wealth of expertise and experiences. We were fortunate to have 116 volunteers who worked side by side with the organisation and provided practical help that made a big difference to the lives of the vulnerable clients we serve.

Our volunteers were involved in supporting various activities including Advice, ESOL, Mother and Toddler Group, Advocacy, Women's Group, Peer Support/ Befriending, Youth group, Gardening, Counselling, Mentoring, Evaluation of services, Office Administration, Interpreting, Homework Club, Job Club, and more.

One of our aims at NCG is to provide opportunities and to encourage refugees and asylum seekers to join our volunteering team. Nearly 50% of our volunteers are from a refugee background. It is a good opportunity for them to work alongside non-refugee volunteers utilising their skills, developing their English language, building their confidence and getting experience of the working environment in the UK, all of which can enhance their subsequent CV and future job prospects.

The languages spoken amongst our volunteers are Arabic, Dari, Farsi, French, Pashto, Amharic, Albanian, Turkish, Kurdish, Urdu, Bengali, Tamil, Spanish,



**Farida Stanikzai**  
Operations Manager

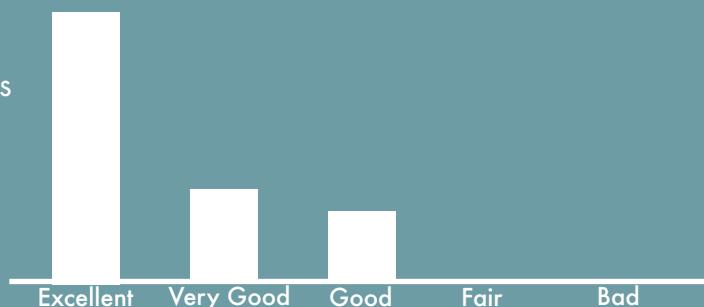
Greek, Yoruba and Krio. We are proud to say that during the past year 11 of our volunteers managed to get into paid employment.

## Research on Volunteering

Venus Mirzaei, one of our volunteers and a PhD student at Anglia Ruskin University, carried out research amongst our refugee background volunteers on how the process of volunteering supports their integration into the wider community using positive psychology perspectives. The research was based on semi-structured qualitative interviews. Analysis of her data identified how multiple and interconnected psychological factors contributed towards promoting integration into host societies. The findings from this research will be published in due course.

### How would you rate your overall volunteer experience experience at NCG?

A sample survey of 34 volunteers in 2021 revealed that 61% of respondents rated their overall volunteer experience at NCG as 'Excellent'; 21% 'Very Good' and 18% 'Good.'



## Case Study

Mrs. R

Mrs R arrived in the UK from Europe as an Asylum Seeker, and came to our outreach appointments to seek help.

At the beginning she appeared traumatised and could not speak. It took her some time to trust our service and to speak about her suffering, as a survivor of domestic abuse.

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

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

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

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

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



# Celebrating Nowruz Spring Festival

As spring arrives in the Northern Hemisphere, so does Nowruz, the Persian New Year. Nowruz, which means “new day” in Persian, has been celebrated for more than 3,000 years. The holiday has roots in the Zoroastrian religion and marks the first day of spring as the rebirth of nature. Countries which celebrate Nowruz include Iran, Iraq, Afghanistan, Georgia, Kyrgyzstan, Tajikistan, Uzbekistan, India and Albania.

On Sunday 8th March 2022, CommUNITY Barnet and Middlesex University facilitated a Nowruz Spring Festival. The participation of very many local organisations contributed to its success. As a planning group member, New Citizens’ Gateway participated in this event, organising two dancing and singing performances as well as providing ten volunteers to support the event. More than 4,000 people attended the festival throughout the day and enjoyed traditional food, crafts and stalls, music and dance.

The main aim of this festival was to promote the values of peace and solidarity between generations and within families as well as reconciliation and neighbourliness, thus contributing to cultural diversity and friendship among peoples and different communities.



## Raising Awareness about Refugee Issues

NCG seeks to change negative attitudes about asylum by raising awareness in the host community about human rights abuses and the need for people to flee persecution and seek sanctuary. This is achieved through speaking engagements, training courses, participation in faith group activities, schools and circulation of information and resources. During 2021-22 we provided a series of awareness raising workshops and talks to bring the voice of refugees and asylum seekers to the forefront of conversations about their current situations, their challenges, their rights, and their hopes for the future. These workshops included: Barnet Stand Up To Racism AGM, Kol Nefesh Masorti Synagogue and Childs Hill Primary, Hendon School, Greig City Academy and Haringey Council.

***“Your speech has also inspired us, teachers at GCA, to be more creative, thoughtful and inclusive with our activities. With lots of gratitude and good wishes”*** Linda, Lou and Emilia, Greig City Academy.

# List of Volunteers

## Trustees

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

## Volunteer Adviser

Alaa Alibrahim

## ESOL Teachers

Shelly Fenell  
Esther Birgo Nitim  
Elise Perrot  
Peter Bezuidenhout  
Anita Kanani  
Phoebe Elliott  
Azize Bozkurt  
Bahir Laattoe  
Bernadette Steiert  
Cathy Howard  
Faarid Hashim Patel  
Freya Taylor  
Simon Tabbush  
Martha Kontoghiorghe  
Masoumeh Haddad Momeni  
Elizabeth Morrell  
Orna Almagor  
Helen Forbes  
Sima Rutherford  
Julie Matson  
Ruth Kitching  
Linda Carey  
Freye Taylor  
Anoushka Jago  
Cherry Sewell  
Tulin Ucur  
Rosemary Biseo  
Helen Stone  
Jo Cuttell  
Linda Carey  
Ros Staines  
Phoebe Elliott

## Counsellors

Sultana Momand  
Zahra Alam  
Yasmin Sher  
Florence Zinkin  
Luma Alkalili  
Amir Saeedi  
Khadijah Rahimi  
Zara Tylor Jackson  
Hicham Jabrane

## Women's Group

Fanta Sheriff  
Tanya Novick  
Kathy Lichman  
Ahlam Sharani  
Fouzia Arouche  
Jennifer Yvonne Albert  
Rojan Akturan  
Elsa Shamsh  
Razieh Niromand

## Legal Adviser

Pegah Tamkin Fard

## Youth Work

Esther Sills  
Helen McLlwrick  
Mohamed Aymen  
Belkacem  
Nida Zwak

## Mums and Totts Group

Mojgan Rabiee  
Golafshan Karami

## Mentors

Raymond Tang  
Alisha Marsh  
Chris Godfrey  
Caitlin Astley  
Nik Haddadi  
Farhoud Salmanmohajer  
Diana Niazi  
Gisa Duggan

Sahand Kaveh  
Fanta Sheriff  
Izabella Matache  
Insaf Boujenoui  
Julia Buschi  
Karen Omeire  
Madiha Sultan  
Nada Hassan  
Sara Razavi  
Kemi Akinsanya  
Aqila Ali  
Amir Karimzada  
Shruti Chauhan  
Yara Alshighri  
Roda Ali  
Chorouk Elkosbi  
Sandra Keenan  
Sima Khanom  
Zayn Rajan  
Nahid Ranjbar  
Caroline Farah  
Martha Jary

## Interpreters

Alaa Alibrahim  
Ammar Bajboj  
Thoraya Dujaili  
Moussa Ahmad Diabi  
Fatemeh Mir Sadeghi  
Molouk Vakili  
Fouzia Arouche  
Jafar Ahmadzai  
Adila Badri  
Parwaneh Sultani  
Yohannes B Kidanemariam  
Qais Sahar  
Sayed Shafi Ashna  
Mohammad Hussein Idris  
Abbaker

## Translators

Jafar Ahmadzai  
Fouzia Arouche  
Samia Mazhary

### Admin support

Anne Sulton  
Mohammad Hussein Idris  
Abbaker  
Parwaneh Sultani

Bahmaninejad Fard  
Gulseka Satar

### Community Liaison

Oluremi Abati

### Advocacy

Pamela Derwin  
Fariba Nassri

### Art & Craft

Farzaneh Yousefi  
Fariba Rafie  
Laura Rojan Akturan

### Gardening

Mahjabeen Saboor  
Mohammad



## Admin Team



Leila Shams  
Office Manager



Freshta Kandhari  
Administrator



Ellie Safe  
Administrator



Olivia McAuliffe  
Admin & Digital Support  
Officer



Julene Brown  
Social Media Officer

Our Admin Team has been instrumental in the everyday running of NCG, from supporting every member of staff, to organising activities and Zoom events and creating social media content. Our special thanks goes to all of them.



# Refugee Youth Wellbeing Project



**Alicia Brown**  
Youth Wellbeing Manager



**Maryam Ansari**  
Youth Worker



**Robyn Smith**  
Sessional Youth Worker



**Nida Zwak**  
Sessional Youth Worker



**Reza Nourmand**  
Volunteer



**Esther Sills**  
Volunteer



**Ashley Levien**  
Football Coach



**Gloria Geretto**  
Youth Worker



**Elias Matar**  
Youth Wellbeing Manager

## Overview of project

Our Youth Wellbeing Project was created in 2009 to support the wellbeing of young refugees and asylum-seeking young people aged 12-21, with an emphasis on those who may have experienced trauma, abuse, and neglect.

The aim of this project is to improve young people's overall health and wellbeing by providing opportunities for support, socialisation, confidence building, and integration into the local community. Our youth activities aim to develop the voice of young people, and work to build their confidence and sense of place in society; enabling them to reach their full potential.

The project has continued to expand over the past few years and has managed to have over 200 young people on its registration list with various needs across different activities. During 2021-22 we have had 96 new young people join the programme, and with many more staying

with us once completed. This wouldn't have been possible without our funders: Children in Need, The Mayor of London's Young Londoners Fund (YLF), Leathersellers' Company Charitable Fund, John Lyon's Fund, and One to One Child. A special thanks goes to them!

**NEW CITIZENS' GATEWAY**  
**YOUTH SUMMER ACTIVITIES**

Most of the summer programme is delivered face to face in North London at these locations:  
 📍 Middlesex University NW4 4BT,  
 📍 NCG Allotment NW9 6DQ.

Our meeting point for the outings is at:  
 📍 Colindale station NW9 5HU.

For more information and how to register please contact NCG youth team on:  
 📞 Gloria +44 7724 340 701  
 ✉️ Gloria@ncgateway.org.uk  
 📞 Elias +44 7572 525 255  
 ✉️ Elias@ncgateway.org.uk

Please note that due to COVID 19 restrictions we had to reduce the number of participants in each session, please make sure to book your space and wait for a confirmation from the youth team.

We are following the National youth Agency and the government's Covid 19 guidance while planning and delineating our summer programme.

SUPPORTED BY  
 MAJOR OF LONDON PHENIX Middlesex University London JOHN LYON'S CHARITY



# Youth Activities

## ESOL for Young People

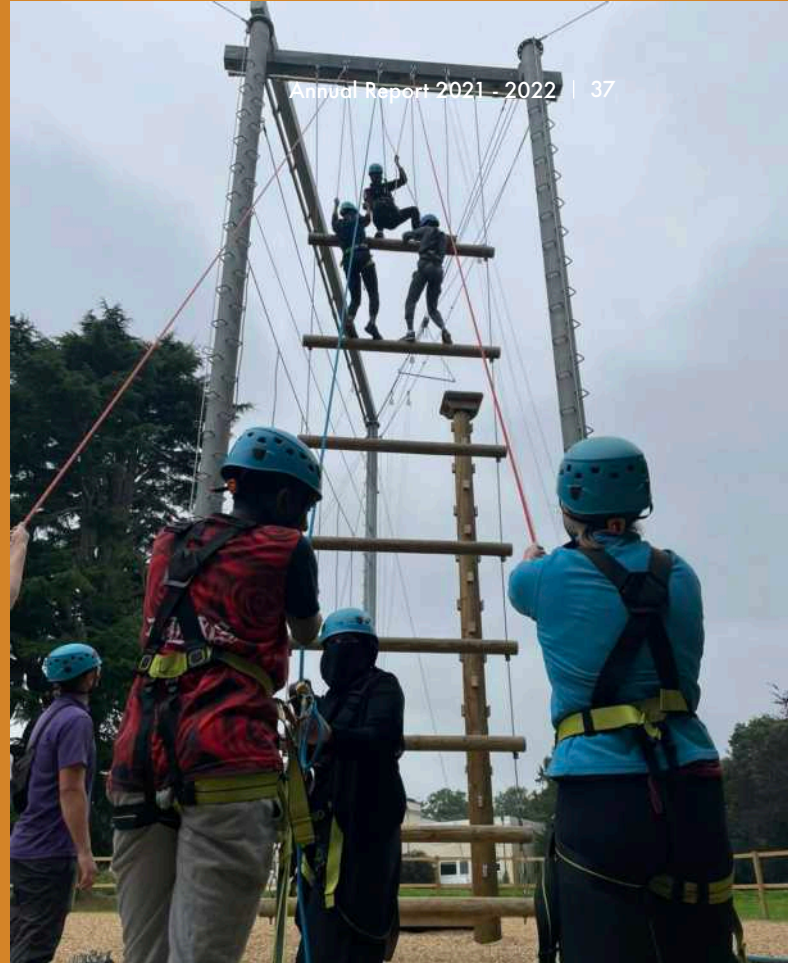
During the past year our experienced Youth ESOL teachers facilitated 82 interactive online ESOL classes twice a week for beginner (entry level/entry level 1) and advanced (level 2+) students. The sessions were delivered during term time with 365 attendances in total. The positive feedback from our young people confirms that refugees benefited from this essential service and found it very useful.

## Youth Social Club

Our weekly Youth Club is led by young people with the support of our youth team and volunteers and often involves guest hosts and facilitators in the creative arts and sports industries. This mixed group (males and females aged 12-21 years old) meets every Thursday evening at Middlesex University during term time. We also have the privilege of using the facilities and venue at the Wembley Friendship Centre. This is a great space for young people to meet others regularly and socialise, whilst trying out new skills and activities.

During 21-22 we delivered 35 sessions for an average of 10-15 young people per week. Our activities included circus skills, cultural dance, art and drama sessions, film screenings, and sports, exercise classes and many other activities. Some sessions were delivered in partnership with other organisations like the Flying Seagull Project and The Mosaic Rooms.

Our special thanks must go to the Friendship Centre and Middlesex University for their ongoing support, and to all the partners who make this a more educational and at the same time enjoyable activity for our young people.



## Football Club

Football is one of the most popular activities amongst our young people. Our Youth Team facilitates a weekly football club with a trained coach to provide support and guidance to the young people, whilst ending the week having fun, exercising, and socialising. The team meets every Friday evening at Middlesex University.

Following the easing of covid restrictions, the football club was able to resume in April 2021. During the past year we provided 32 football sessions to our young people, with 500 attendances. In Summer 2021, we were able to facilitate two girls only football sessions, as well as a boys' summer football camp.

## Girls Club

The Girl's Club is a female and female presenting group who meet and participate in outings and activities based upon the interests of the group. During 2021-22 we delivered 16 Girl's Club sessions with 71 attendances.

In Summer 2021 the girls club met on a weekly basis for different activities during the school/college holidays. The girls' group ran an outdoor co-design session in June 2021 in which the group discussed, designed and planned together their summer activities. Participants were encouraged to share their ideas and feedback and suggest the most suitable activities for the group.

On the 2nd of March 2022, we held an online co-design meeting with the girls to ask for feedback on their experiences in Girls' Club so far and what activities they would like to see in the future. Then on the 8th of March, for International Women's Day, we invited the girls to an online webinar organised by Coram on Refugee and Migrant Women's Journey to Leadership on Zoom.

## Youth Outings and School Holiday Activities

Our Youth Team facilitate outings and activities in the evenings, weekends and school holidays to galleries, museums, and activity centres in the London area. During the past year we had 22 outings in total with 218 attendances. Our outings included horse riding at Ebony Horse Club, watching a film at the Barbican, a visit to Chelsea Physic Garden and the British Museum, Kayaking, wall climbing, or a 4-day drama camp.



## Action Club

The Action Club is a group of young people (male and female aged 12-21 years old) who are involved in social action projects and advocacy. Some of our senior young people are involved in this group to use their own experiences to support and mentor newer referrals to the project.

In February 2022, 5 young people from the Action Club collaborated with Nottingham University, and our sessional youth worker Robyn, to use their own experiences of being unaccompanied minors in the UK, to lead a presentation for Social Work students at Nottingham University. The group met on two occasions in London prior to this to plan and prepare for this presentation together with our team.

In 2022 the Action Club team worked creatively to design a workshop for university students in social work/care/youth programmes, alongside our sessional Youth Worker Robyn.





## Youth Mentoring

Our Sessional Youth Worker Robyn leads the Youth Mentoring Programme. This started out with 30 people and was co-produced with the young people from the onset. Over the summer of 2021, the mentors completed 2 months of training, which culminated in a spectacular outdoor leadership day at Woodrow High House. The programme ran between September and December 2021. Bi-weekly sessions included workshops around topics such as health and well-being, making friends, navigating London, and understanding the education system. This

provided an opportunity for the young mentors to develop their leadership and communication skills and for the mentees to make friends, develop their language skills, and alleviate loneliness

## Youth Counselling

During the past year we received referrals of 31 young people to have counselling and with the support of bilingual counsellors our Youth Counselling Service provided 17 young people, offering average of 12 sessions of 1:1 counselling. The Youth Counselling service paused in the winter of 2021, due to recruitment and changes in the Youth team management. This service resumed in Spring 2022, and continues to grow, with the addition of two new bi-lingual youth counsellors. To measure the impact of this service we ask counselling clients to rate their mental well-being before and after counselling, using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS).

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

Our special thanks must go to all our counsellors and clinical supervisors to make this vital project a success.

## Christmas Holiday Gift Exchange

On December 18th, a group of 15 young leaders from refugee backgrounds at New Citizens' Gateway packaged and delivered over 200 holiday gifts to asylum seeking children and young people staying at local hotels. This was achieved with support from the Young Barnet Foundation who donated gifts, and donations from the Latter-day Saint Charities. We thank them for their generosity and care.

## Outcomes

Following the Covid-19 outbreak, this has been a year of adaptation for the NCG Youth Team, including staffing changes during this reporting period. This has only made the team stronger, as we continued to provide a consistent and successful service for young people.

This year:

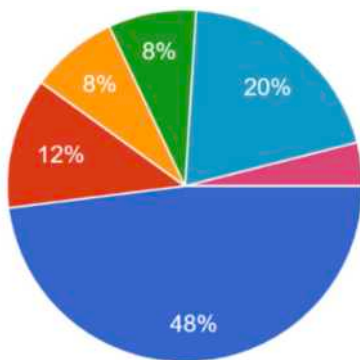
**96** young people started the programme!

The online satisfaction survey completed by our young people showed:

**88%** believed they'd seen positive outcomes from joining NCG youth activities. These include improving their English, learning new things, making friends, feeling less alone and feeling happier.

**92%** reported that being part of NCG's Youth Club improved their overall wellbeing.

### What do you think about NCG Youth Activities that you have joined?



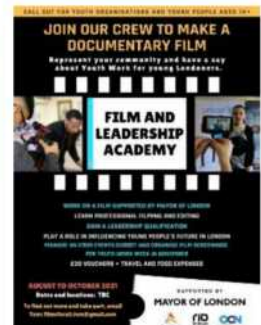
- They are fun, I have a great time!
- I felt happier after joining the activities
- I made new friends
- I feel less alone
- I learned new things
- I improved my English
- I did not enjoy the activities
- I expected more activities

## Awards and Visibility

The Youth Team worked hard this year to achieve the London Youth Bronze Quality Assurance Mark. At the time of publishing, this has been awarded to us!

This was a year of great collaborations for the NCG Youth Team, thanks to which the work of our young people was shared from different platforms. In winter 2022, Films for All did a movie with the young people, which was then screened at Rich Mix in Bethnal Green.

The Mosaic Rooms, a non-profit art gallery promoting contemporary culture from the Arab world in London, collaboratively developed a film with the young people in which their work was showcased. This was shown in the gallery.





## Partnerships

In the past year NCG have continued to build on the strong relationship we have with many of our partner organisations in the local community. The holistic activities provided by NCG would not be possible without the collaboration and support that we receive through our community and industry partners. We would like to extend our gratitude to the following partners who have supported the development of the NCG Youth Wellbeing Project over the past year:



**Middlesex University**  
London

**Middlesex University:** Provide the use of their campus facilities for the weekly youth club and football. Middlesex University have also allocated us student placements as part of their Community Engagement Student Union.



**Refugee Council:** We work closely with the Refugee Council for advocacy, legal and social support and guidance for the young people.

**Friendship Centre:** The wonderful staff at the Friendship Centre in Wembley have been so kind as to open their doors to host many of our youth activities.



**Mosaic Rooms:** Our partnership with the Mosaic Rooms is set to continue with plans in place for a 10-week gallery youth takeover in the Autumn of 2022.



**The Flying Seagull Project:** At the start of 2022, the Flying Seagull Project joined the youth team for a series of 6 weekly workshops. The Flying Seagulls brought fun and laughter to every session, and the young people were able to practice their circus skills.

## Young People's Testimonials

*"On 2 February we went on a little trip to Nottingham. We went by car. The journey was about 2 hours and 50 minutes. We had fun time in the car. When we arrived, we went to Nottingham Trent University. Pam took us around and showed us the sections and the courses the University does. Then we went and delivered a workshop to some social work University students about how to support young refugees. It is a topic we all care about a lot. We introduced Action Club and talked about ourselves. Then we started the workshop. It was fun as many people were interested and wanted to learn more about social workers. They were all very nice and enjoy and learnt a lot after we delivered the workshop we went around the city. And came back home. It was an incredible day and I feel so proud of what we did"*

*"I see the youth group as my family and am more positive about my future, more empowered and eager to make new friends and connections"*

## Case Study

Selema

'Selema\* and her mother fled from Nigeria and claimed asylum in London in 2020 after experiencing gender-based persecution. Selema - in her late teens at the time - had attended university in Nigeria and her dream was to become a nurse. However, her studies were interrupted by displacement and resettlement. During their first year in the UK, Selema and her mum lived in an asylum-seeker hotel. Selema's mental health declined significantly as she was unable to work or register for college and was living in destitution.

This decline was further exacerbated with the COVID-19 lockdown. Through the NCG outreach team at the hotel, Selema and her mother registered with us, and we supported them in their asylum claim. Selema then started volunteering daily with our food bank which provided her with some routine, purpose, and the opportunity to build relationships with others. Selema also said this helped her gain the confidence to apply for university in the UK. In the summer of 2020, Selema was referred internally to our youth programme. She participated in outings, youth club, and girls club sessions. Selema expressed how taking part in the youth activities provided her with so much joy and happiness and offered much-needed respite from the stress of the asylum process. Selema enjoyed participating in activities such as rock climbing and attending movie premieres. She also enjoyed outings to explore new places

across London. Selema's confidence increased and she developed connections and attachments with other young people and staff and started to feel a sense of belonging.

However, in the spring of 2021, Selema received some bad news. Despite being offered a place at university, she missed the deadlines to apply for scholarships. As an asylum seeker she was expected to pay international fees and had no means of covering her living expenses. Selema's mental health declined; she lost hope that she would be able to re-enter education and exhibited suicidal behavior. Building off the strong relationships that the youth and outreach team had developed with Selema, we planned a cross-coordinated response. We connected Selema with mental health support, offered individual and psycho-social support, and worked with her to develop solutions. Eventually, the team then worked together to find Selema a Level 3 midwifery and nursing course and provided a new laptop to support her in her course. Selema has since flourished, she is on track to receive a distinction.

In 2022, the youth and advice team then supported Selema in re-applying to study nursing at university and in applying for scholarships. We were able to connect Selema with past scholarship winners to assist her in writing her applications. Selema is optimistic about her future and meeting her goals of finally becoming a nurse.

**Robyn Smith, Sessional Youth Worker**

\*Names have been changed to protect identity

# Residential Retreat

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

The participants were able to benefit from taking part in activities held in a setting conducive to relaxation and in a space in which they were able to express and share emotions and learn methods and strategies through which to enhance their mental and physical well-being.

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

Additionally, it served to empower NCG volunteers to utilize their existing skills, as well as to develop new skills, build their confidence, and enhance their English language skills by enabling them to take responsibility, with support from NCG staff, for organising the retreat.

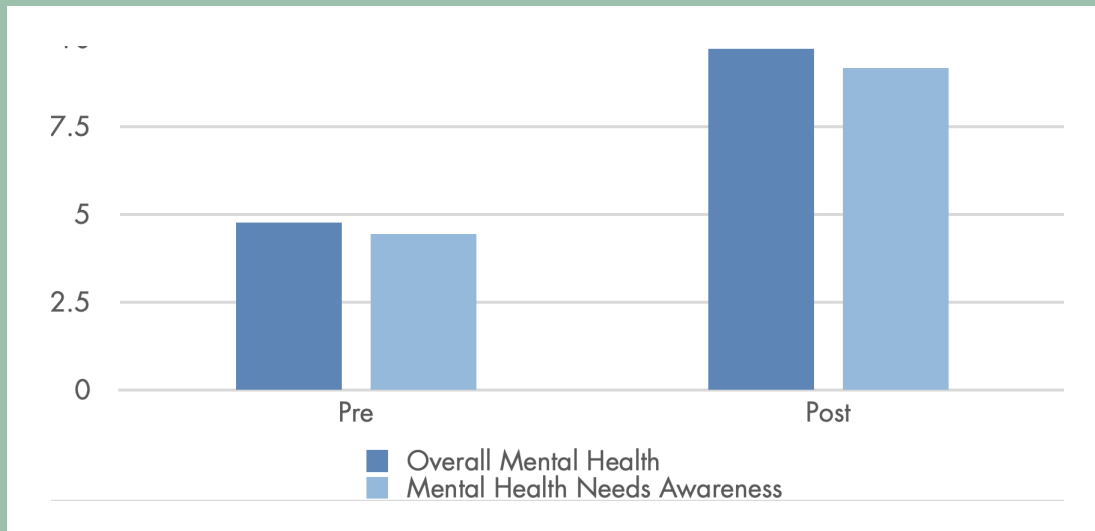
Our special thanks must go to all our funders, therapeutic staff and volunteers who made this activity a true success.



## Residential Retreat Client Testimonial

*“ I have been away from my family for the last 3 years; I really enjoyed the residential retreat. This was the first time that I attended a gathering amongst different people from different countries. Everybody had their own problems. So, we shared our problems to each other and threw them away. I enjoyed the mindfulness walk. Many thanks to Ms Farida who co-operated with patience and determination from beginning to the end of the program. Thanks to NCG for providing these programmes for us. ”*

## Retreat Wellbeing Impact Before & After



## Inspirational Talks by Bonita Norris

Bonita Norris is one of the UK's leading adventurers and the youngest British woman (at the age of 22) to reach the summit of Mount Everest. We at NCG felt very privileged that she accepted our invitation to meet with our young people. Bonita Norris is a great storyteller and an extremely inspiring speaker, who equipped our young people with the techniques she used to get through her toughest moments, by retelling the lessons she learnt as an ordinary girl taking on an extraordinary and overwhelming challenge.

Our young clients were particularly inspired by hearing her experiences. Since our clients face many challenges, Bonita encouraged them never to lose hope. These talks helped clients to find tools to deal with feeling helpless or overwhelmed. Her message to them was that, with

determination, you can do anything you set your mind to. She also kindly gifted our clients signed copies of her book 'The Girl Who Climbed Everest'.

In addition to these talks, on 25th August 2021 Bonita sponsored an indoor wall climbing outing for 23 NCG clients. We thank Bonita for her ongoing support.





# Mentoring Project



**Jida Malas**  
Mentoring Coordinator

Our mentoring programme was launched in January 2020. As part of AMIF's 'Journey to Integration' Project, this programme targeted individuals with refugee status in the UK, aiming to

improve refugees' integration by helping each mentee reach their own target that will allow 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 pursue education, improve their social life, and improve their emotional well-being by enhancing their confidence and self-esteem.

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

Our annual evaluation was conducted at the end of 2021, where 21 mentees participated. The objectives were to assess the improvement of five integration indicators that were Self-confidence, Work/Study, Social bridges, Knowledge of Benefits and Rights, Language/Culture. The evaluation shows the total average integration of all mentees and confirms a significant improvement from 3.5 before to 6.5 after mentoring intervention.

**3.8**

Before mentoring

**Self Confidence**

**7.4**

After mentoring

**4.0**

Before mentoring

**Social Bridges**

**5.8**

After mentoring

**3.2**

Before mentoring

**Language/Culture**

**5.7**

After mentoring

**3.0**

Before mentoring

**Work/Study**

**6.9**

After mentoring

**2.5**

Before mentoring

**Benefits/Rights**

**7.0**

After mentoring

**3.5**

Before mentoring

**Total Integration**

**6.5**

After mentoring

Mentoring was a life-changing experience for our refugee mentees, but it was described as equally impactful by our mentor volunteers. In fact, they described their experiences in their own words:

*“ Being a mentor goes far beyond the rewarding feeling of ‘giving back’. It has increased my self-confidence, self-awareness as well as leadership skill development. ”*

# Immigration Navigator Project

In July 2020 the Home Office piloted a project in Cardiff called The Immigration Navigator Service. The aim of this project was to improve engagement with and protection of vulnerable asylum seekers and to improve the Home Office's asylum decision making. In June 2021 this service was expanded into London with New Citizens' Gateway as one of the partner organisations.

This pilot project lasted three months and during this period 21 asylum seekers accessed the service. Each week three Navigators, assigned by the Home Office, met with asylum seekers to talk about their immigration issues, support those who had not had substantive interviews for more than a year, point them in the right direction to receive support and information which could support their asylum application. They also provided advice on required documentary evidence that could help their asylum application. Individuals who accessed these services were mainly those who had been waiting for their substantive interview for a long time, those who were victims of trafficking and domestic abuse, as well as those who had exhausted their appeal rights.

Although the feedback from the service users accessing this service was very positive, NCG was unable to continue this service due to lack of funding from the Home Office.



## London Interfaith Fun Run

On 31st August 2021, NCG joined with 33 other charities in the London Interfaith Fun Run event which was organised by the Faith & Belief Forum in partnership with Maccabi GB. It was the first event of its kind to be held at StoneX Stadium in Barnet. The aim of the event was to bring together different faith groups to build trust and understanding between neighbouring communities.

***"I was lucky to be part of this event, I heard about it and always wanted to join. Great atmosphere of solidarity and unity. People from all walks of lives, different faiths and beliefs, cultures and nationalities and backgrounds came together."***



# Jasmine Women's Group



The Jasmine Women's Group has been running for the past 14 years. The group meet at the Sacred Heart Church in Mill Hill every Friday from 10:30 to 12:30. The aim of the project is to give refugee and asylum-seeking women a 'safe space' to meet, build friendships, feel empowered and learn about life in the UK.

The women travel from across London, and on average 15 to 20 women from different countries including Afghanistan, Iran, Turkey, Sudan, Sierra Leone, Congo, Albania, Uganda, Ethiopia, Eritrea, Syria and Ivory Coast participate. It has been a great pleasure to watch women grow in confidence, improve their English, and learn new skills through our variety of activities, outings and workshops.

This year we continued to offer a range of workshops on subjects such as banking, scam awareness and cookery. We also offered art and craft activities such as jewellery-making, card making, box decorating, making handmade flowers,

and pebble art. On average between 10 to 12 women took part in each activity. 18 chair Yoga sessions were run by a qualified trainer. On average 14 women joined each session. Yoga is one of the most popular activities, enabling everyone, whatever their level of fitness, to benefit from gentle exercise.

The women also had an opportunity to participate in Improving Access to Psychological Therapies (IAPT), with themes such as how to adapt to change and coping with mental health issues. Enjoyable summer opportunities for the women included visiting the allotment, having picnics at local parks, having cups of tea at the local café, going on a trip to Clacton on Sea and visiting Kew Gardens.

Our thanks must go to Tanya Novick, our women's group coordinator, to the Church of the Sacred Heart in Mill Hill for being such generous hosts: and especially to the Jasmine volunteers – Elsa Shamash, Kathy Lichman, Rojan Akturan, Jen Albert.

To measure the impact of our activities within this group on participants' mental wellbeing, we measured scores provided by them before they started with the group and after 6 months participation in different activities. The evaluation shows the average impact on all participants wellbeing and confirms a significant improvement as **4** before to **9** after their participations.

**Before**

**After**



# Barnet's Annual Civic Awards

Traditionally, the annual awards of Borough of Barnet recognise and celebrate the achievements of individuals and organisations from across the borough in two categories:

**Lifetime Achievement & Outstanding Service to the Community.**

These spotlight some of the amazing people and organisations in Barnet who make a massive impact on making the Borough a safe, well run and family-friendly place for all.

We are pleased to announce that NCG received a Certificate Scroll for Outstanding Service to the Community and it was gratifying that both our CEO, Nazee Akbari and our Operations Manager, Farida Stanikzai, were nominated and received the award for their lifetime achievement and outstanding service to the community.



## Discover Barnet Summer Festival

On 9th July 2021 NCG, the Persian Advice Bureau and Barnet Council jointly celebrated the summer festival in Victoria Park in Finchley. Most of our clients, including those who were in Barnet contingency hotels, enjoyed live music and traditional dances from different countries. Thanks are due to Barnet Council for paying their travel expenses and providing them with delicious Persian food.

*"We as refugees are often presented in the media and as vulnerable, benefit-dependent and a potential, social and economic threat to the UK society. By taking part in this kind of festival, we as refugees have the opportunity to celebrate diversity and showcase our talents. I really enjoyed the live music and dance performances from different countries. I also met amazing refugee artists."*



# 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

For the majority of refugees and asylum seekers, one of the struggles they are engaged in when they set foot on British soil is with English, the predominant medium of

communication in the country. English is required for all aspects of life in the UK, and adequate English skills are vital for the new arrivals' progress and achievement in everyday life, study and/or employment.

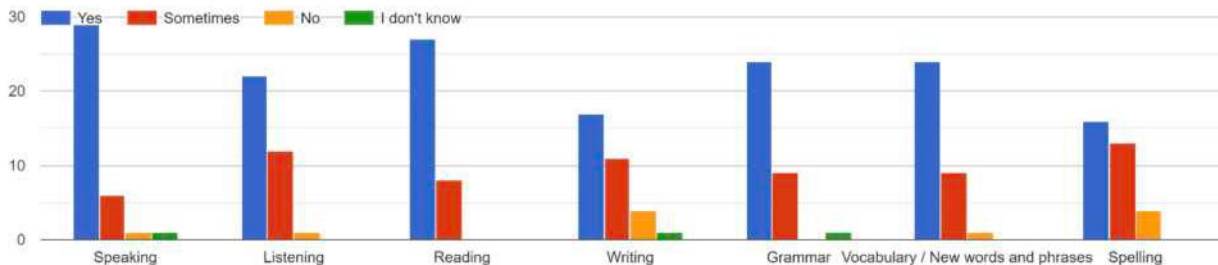
During 2021-2022 a total of 326 people attended our ESOL programme in both

in their speaking, 72% improvement on reading and 61% improvement in Listening skills.

## Trinity Course

NCG has been an accredited exam centre for Trinity College London since 2017, and 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), 3 Trinity ESOL courses took place at NCG this year. These courses were intended to enable refugees whose English level is between Entry 1 and Entry 3 to improve their English skills and to obtain a highly valued ESOL Skills

## Compared to before taking the class, do you think the class helped to improve your English?



formal and informal classes. This included weekly, online and in person classes at different levels as well as Youth ESOL, Mum & Tots group, Women's Group, English for Doctors and Conversation Café. During the summer we ran some of our ESOL classes outdoors at our allotment in Colindale which proved to be very popular.

While statistics show little change in language competence for people living in the UK without language support, the NCG 2021-2022 annual impact measurement on ESOL informal lessons revealed that 74% of our students reported improvement

for Life qualification. In 2021- 2022, with 17 learners on this intense 10 hour weekly course, 9 completed it and sat for the Trinity exam and all 9 successfully passed it.

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

## ESOL Client Testimonials

**“ Thank you, NGC. When I joined ESOL classes, I could not speak a word of English, now I can manage to call my GP surgery and make appointment for myself or my children. I can communicate with my son's teacher at school. ”**

**“ (In class I enjoyed) Conversation, talking to other people, improving my language and meeting with people from different countries. ”**

### Mothers and Toddlers Group

We had another successful year of the provision of The Mothers and Toddlers group, in partnership with the nearby Hyde Children's Centre which caters for the language and social needs of mothers with pre-school children. During the year, on average 10 mothers with 12 children regularly attended the ESOL class at Hyde Children's Centre. While the mums attended an English lesson for practical daily use and essential topics, their children were offered a safe, friendly and supportive space and were looked after by a qualified nursery teacher and two helpers.

The mothers who attended these sessions showed a strong drive and desire to learn English. The teaching and learning in the group helped the mothers improve their English skills and encouraged socialisation and companionship. The fun activities the children engaged in facilitated their physical and social development as well

as psychological preparation for attending nursery. Our nursery nurse follows the Early Years Foundation Stage (EYFS) curriculum, promoting children's early learning through a variety of fun play opportunities such as storytelling, craft sessions, singing and sensory play.

We thank all the staff at the Hyde Children's Centre as well as staff and volunteers who made this project yet another success.

Our special thanks must go to a generous anonymous donor who has been regularly supporting this group financially.



## Case Study

Florence Zinkin



Just over a year ago, I was fortunate enough to join New Citizen's Gateway (NCG) as a trainee counsellor. It's been an interesting journey.

I believe I have grown on both personal and professional levels. When it comes to the former, I feel very privileged to be assigned clients as it suits me.

As a French native, I can counsel in both English and French, but have also been asked to assist with assessments. Early on in my new career it has given me opportunities that I wouldn't have had otherwise. Clients are assigned to me so I can manage the workload, but equally because I can be supportive of them as I should in my counselling role. Supervision was offered from day one and, as a result, I've been feeling supported. Further than that, I've had everyone helping me with anything I need(ed) help with – IT issues, panic over clients' mental state... anything. Members of staff are very friendly and professional and work together as a team. I've always felt included and still do. Which is one of the

reasons why I'm still working as a volunteer for the organisation. Other than this, I'd say that communication is good and part of it is about those training opportunities that are passed on for us to benefit from (usually free ones as NCG can't pay for expensive CPD). Something I appreciate fully so I don't always have to search for those opportunities by myself.

Finally, I'd say that if working with asylum seekers can be proven very challenging, I wanted to work for an organisation that looks at many aspects of their life, not just counselling. That was another reason for me to want to join NCG. Unfortunately, with the pandemic, I never got a chance to see how it all works together, who does what exactly etc This is something I miss – having a better understanding, a wider picture of the organisation. I'm hoping this is something that can be solved in the future.

# Financial Information

## Statement of financial activities for the year ended 31st March 2022



**Elif Kayikci**  
Finance Manager

	2022 Unrestricted Funds	2022 Restricted Funds	2022 Total Funds	2021 Total Funds as restated
	£	£	£	£
<b>INCOME AND ENDOWMENTS FROM</b>				
Donations and Grants	88,027	806,894	894,921	1,250,628
Investment Income	60	-	60	115
Other Income	60	-	60	-
<b>Total</b>	<b>88,147</b>	<b>806,894</b>	<b>895,041</b>	<b>1,250,743</b>
<b>EXPENDITURE ON Charitable Activities</b>				
Management and Administration	23,697	871,197	894,894	760,766
Donations	-	8,000	8,000	-
Other	-	-	-	-
<b>Total</b>	<b>23,697</b>	<b>879,197</b>	<b>902,894</b>	<b>760,766</b>
<b>NET INCOME/EXPENDITURE</b>	<b>64,450</b>	<b>72,303</b>	<b>7,853</b>	<b>489,977</b>
<b>RECONCILIATION OF FUNDS</b>				
Total funds brought forward As previously reported	46,565	62,647	109,212	87,667
Prior year adjustment	-	468,432	468,432	-
<b>As Restated</b>	<b>46,565</b>	<b>531,079</b>	<b>577,644</b>	<b>87,667</b>
<b>TOTAL FUND CARRIED FORWARD</b>	<b>111,015</b>	<b>458,776</b>	<b>569,791</b>	<b>577,644</b>

### Trustee s Statement

The above statement has been extracted from the accounts prepared and audited by Albury Associates Chartered Accountants and were approved by the Trustees of Barnet Refugee Service on 31/08/2022 .

Ponusamy Karunaharan  
Treasurer





Dear Ms. Farida and NCGz,

We would like to thank you and express our profound appreciation for the Tuition assistance provided to my four children.

This tuition assistance has truly improved their skills in understanding math and English and also their knowledge about school-work.

Considering school's end-year assessment, they require further tuition assistance and we would sincerely appreciate it if kindly rendered.



# Thank you

## To all our Partnership Organisations

1. Advice UK
2. Afghan Association Paiwand
3. Age Concern
4. Age UK Barnet
5. Alyth
6. Aralbridge Ltd
7. Association of Asian Muslims of North London- Khawateen
8. Association of Jewish Refugees
9. Atta & Co Solicitors
10. BAN Network
11. Barnet 0-19 Early Help Service, Family and Children's Services
12. Barnet Council
13. Barnet Crisis Resolution and Home Treatment Team
14. Barnet East Locality Team
15. Barnet Education and Learning Service
16. Barnet Federated GPs
17. Barnet FoodShare Coop
18. Barnet Healthwatch
19. Barnet Homes
20. Barnet Library
21. Barnet Mencap
22. Barnet Multi Faith Forum
23. Barnet Recovery Centre
24. Barnet Refugee Welcome Group
25. Barnet Social Services
26. Barnet Southgate College
27. Barnet Stand up to Racism
28. Barnet Volunteering Centre
29. Barnet Wellbeing Hub
30. Barnet Youth Foundation
31. Barnet, Enfield & Haringey Mental Health NHS Trust
32. Bore Place
33. Breaking Barriers
34. Brent Council
35. British Red Cross
36. Brunel University
37. Burnt Oak Women's Group
38. Cambridge University
39. Camden Council
40. Camden Social Services
41. Camden Social Services
42. Central and North West London NHS Foundation Trust
43. Centre Point
44. Child Poverty Action Group
45. Childs Hill Primary School
46. Chipping Barnet/ The Trussell Trust Food Bank
47. Churches Together
48. Colindale Communities Trust
49. Colindale Food Bank
50. Community Focus (Articulate)
51. CommunityBarnet
52. Coram
53. Cotton Tree Trust
54. Dahlia Project
55. Doctors of the World
56. Dr Azim and Partners
57. Duncan Lewis Solicitors
58. Early Help HUB (West) Family Services Delivery Unit
59. Early Help HUB(South), Family and Children's Services
60. Felix Project
61. Gail's Artisan Bakery
62. Gatwick Detainees Welfare Group
63. Give Together
64. GiveTogether
65. Good for Goods
66. Grahame Park One Stop Shop
67. Greater London Authority (GLA)
68. Greig City Academy
69. Groundswell Project
70. GroundWork
71. Haringey Council
72. Healthwatch Barnet
73. Helen Bamber Foundation
74. Hendon Jobcentre
75. Hendon Mosque
76. Hendon School
77. Hestia
78. Homeless Action Barnet
79. Inspire Care
80. Inclusion Barnet
81. Jewish Volunteering Network
82. Kew Gardens (Community Scheme)

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| 83. King's College London                                | 115. Shubbak Festival  |
| 84. Kol Nefesh Masorti Synagogue                         | 116. Solace Womens Aid   |
| 85. LDS Charities Friendship Centre                      | 117. St John's United Reformed Church<br>New Barnet              |
| 86. Let's Talk IAPT                                      | 118. St Mungo's  |
| 87. London Faith and Belief                              | 119. St Raphaels Family Well-Being Centre                        |
| 88. London Youth   | 120. The Association of Jewish Refugees                          |
| 89. Meeting Point  | 121. The Bernard Charitable Trust                                |
| 90. Mercy Mission  | 122. The Ex- Detainee Project                                    |
| 91. Meridian Wellbeing                                   | 123. The Faith & Belief Forum                                    |
| 92. Metropolitan Police                                  | 124. The Flying Seagull Project                                  |
| 93. Middlesex University                                 | 125. The Hyde Children's' Centre                                 |
| 94. Migrant Help   | 126. The Hyde School   |
| 95. Migrant Voice  | 127. The Hygiene Bank Barnet                                     |
| 96. Mind in Barnet                                       | 128. The Network   |
| 97. Morrisons Colindale                                  | 129. The Northern Ireland Education<br>Authority                 |
| 98. Multilingual Wellbeing Service                       | 130. The Sacred Heart Church                                     |
| 99. National Zakat Foundation                            | 131. The Tavistock & Portman NHS                                 |
| 100. North Locality Link Worker                          | 132. Transitions Living  |
| 101. North London Hospice                                | 133. Trinity Church Colindale                                    |
| 102. North London Ismaili CIVIC                          | 134. Trinity Church North Finchley                               |
| 103. Northwestern Reform Synagogue                       | 135. Tudor Junior Children's Trust                               |
| 104. Onwards and Upwards (Leaving<br>Care Team)          | 136. Turning Point   |
| 105. Persian Advice Bureau                               | 137. University College London Hospitals<br>NHS Foundation Trust |
| 106. Project Seventeen                                   | 138. University of Oxford  |
| 107. Public Health                                       | 139. Victim Support  |
| 108. Refugee Action                                      | 140. West London Welcome   |
| 109. Refugee Council                                     | 141. Westminster LAC & Leaving Care<br>Service                   |
| 110. Refugee Support Network                             | 142. Young Barnet Foundation                                     |
| 111. Ruth Hyman Trust                                    | 143. Young Roots   |
| 112. Salvation Army                                      |  |
| 113. Sangam  |  |
| 114. Schools and Early Years, Family<br>Services, Barnet |  |

### Get connected, support the cause:

[www.ncgateway.org.uk](http://www.ncgateway.org.uk)



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We stand with refugees



We stand with refugees



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 •

