



**NEW
CITIZENS'
GATEWAY**

Supporting Refugees and Asylum Seekers

ANNUAL EVALUATION REPORT

April 2023 - March 2024

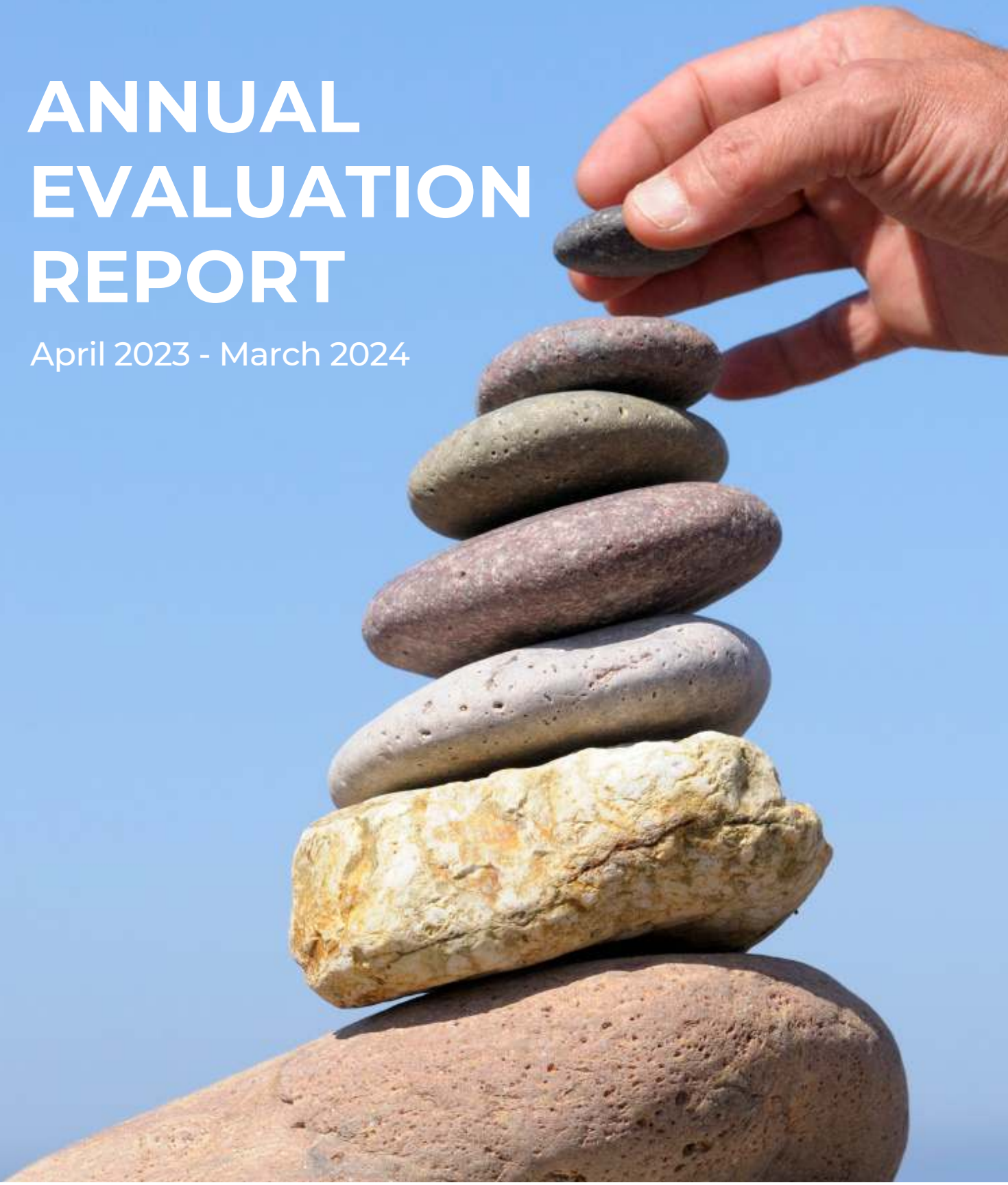


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Introduction

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

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

Each year, we support up to 5000 refugees and asylum seekers through various activities under our Holistic Model of Support, a research-based model through an integrated and holistic approach. This model aims to offer a model of support that develops positive mental health, improves community cohesion, facilitates integration and increases the life chances of vulnerable refugees and asylum seekers living in London, particularly Barnet, Brent, Harrow, Camden, Islington, and Hackney.

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

About Our Clients

Refugees and asylum seekers are among the most marginalised and vulnerable groups in UK society. Most asylum seekers arrive with minimal resources and are unable to work; as a result, they often live in extreme poverty. Many suffer from poor mental health due to the trauma experienced in their home countries, including war, torture, and rape, as well as the dislocation, their journey to the UK, and the challenges of starting a new life. A significant number of our clients, including young refugees and women, experience mental health issues such as Post-Traumatic Stress Disorder (PTSD). We identify our clients' needs through direct contact, monitoring enquiry types, conducting surveys, and performing needs analyses in various settings. This approach has informed the development and delivery of our Holistic Model of Support. Our findings indicate that the majority of our clients suffer from mental health issues, which can be severe and involve complex health needs. They often face difficulties accessing healthcare.

We firmly believe that holistic and person-centred care is crucial to building resilience and helping refugees and asylum seekers adapt to life in the UK.

Monitoring, Evaluation and Impact Measurement

To measure the impact of our work, each project employs an internal evaluation framework that outlines specific aims, outcomes, and outputs with corresponding indicators. Every activity is monitored through a plan that includes monthly and yearly targets, with reporting requirements agreed upon with our funders. We regularly review the indicators for each outcome and track the progress of our clients.

We measure client outcomes using various methods, including quantitative data from our AdvicePro database, annual client questionnaires, written feedback on activities, and validated participant questionnaires such as the PHQ-9, GAD-7, and Warwick-Edinburgh Mental Wellbeing Scale. Additionally, we gather qualitative outcomes through individual interviews, case studies, focus groups, and peer-led evaluations.

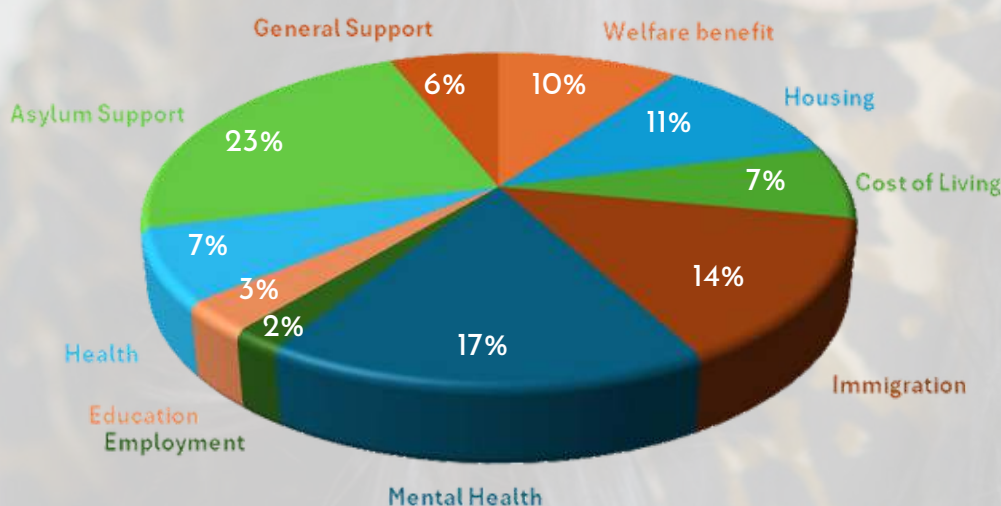


Advice & Outreach Services

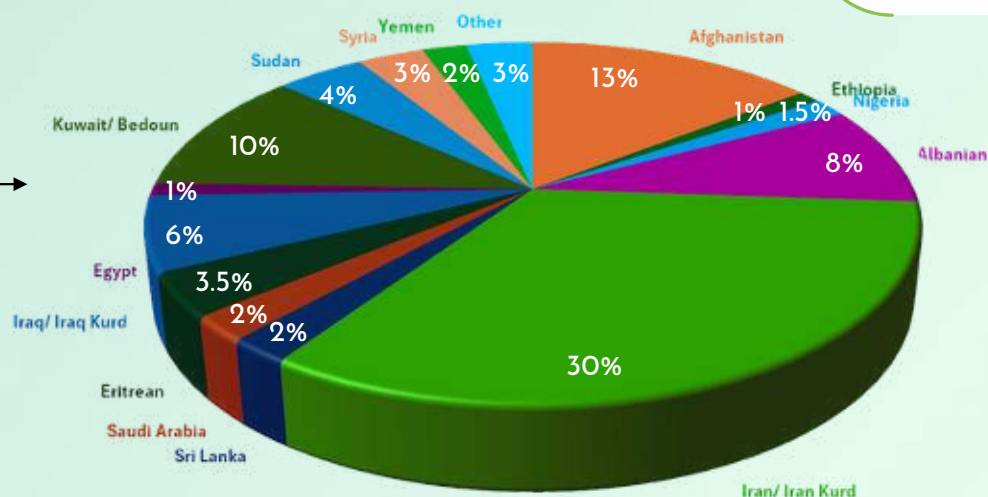
During the period of 2023-2024, NCG had the opportunity to serve and assist a substantial number of individuals, with **6,580 participations** in our various services under our holistic model of support. We supported over **5,200 individuals** through our advice and outreach provision. Our dedicated general advice team successfully managed to address **9,450 enquiries** from over **1,622 clients**, focusing specifically on providing advice to **692 new clients**. With a presence in three different hotels in Barnet, where asylum seekers reside, our **outreach team** made a notable impact, resulting in support for **over 3,578 clients** and handling an impressive **12,395 enquiries** from individuals seeking our guidance.

This means that our advice and outreach team provided guidance to 5,200 individuals, resulting in a total of 20,475 enquiries during the 2023-24 period.

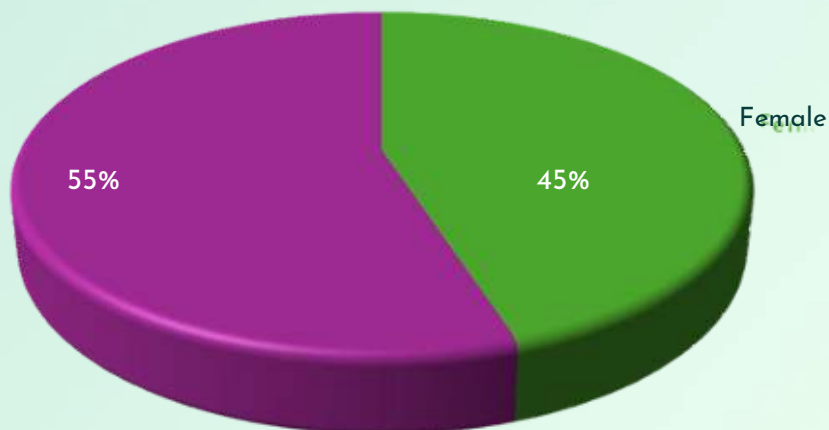
To assess the effectiveness and quality of our services, the Advice Team designed a comprehensive questionnaire. The questionnaire consisted of eight carefully crafted questions (Annex 1), aimed at evaluating the type of services provided to clients, the accessibility and readiness of our team to offer support, their helpfulness, understanding of clients' unique situations, and how the outcomes of our services influenced clients' confidence in their ability to support themselves in the future.



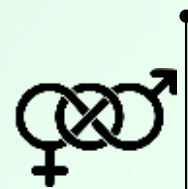
**Clients'
Nationality**



Male



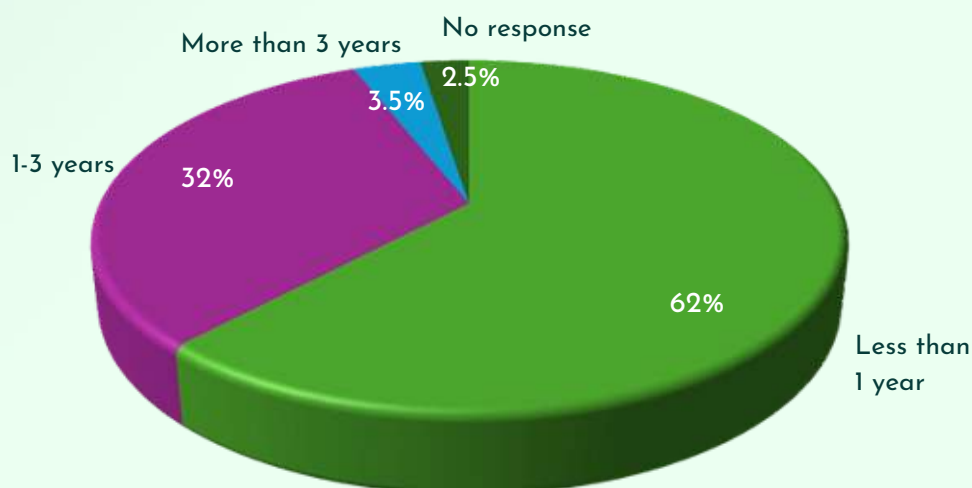
**Clients'
Gender**



Advice Clients' Impact Evaluation (annex 1)

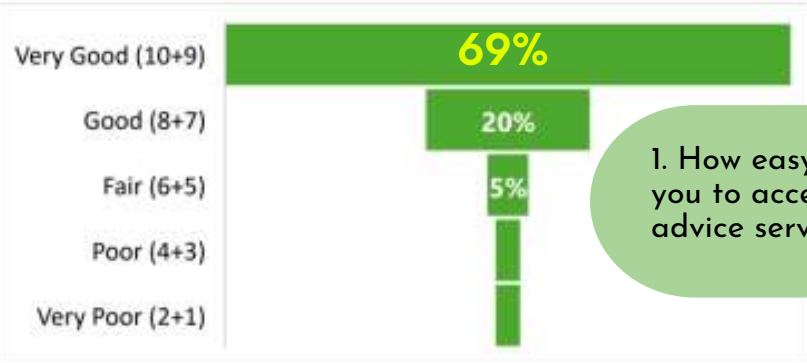
To gather data for the evaluation, we randomly selected 350 clients from the pool of 692 new clients. This included individuals who accessed more than one service at NCG. A team of volunteer interviewers then reached out to these individuals, resulting in **226 participants** who responded and actively participated in the evaluation process.

**How long have
you been using
our Advice
service?**

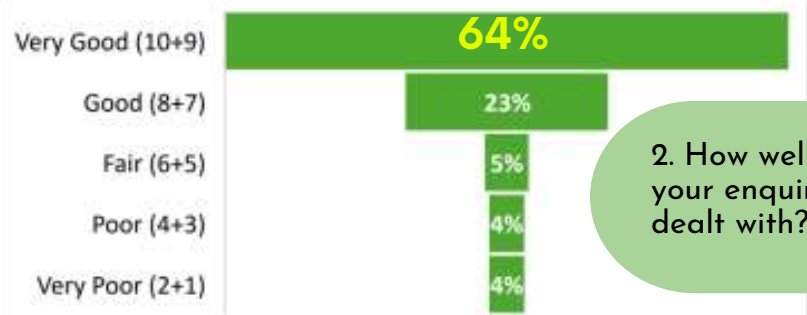


Although **87%** of respondents have scored the level of their satisfaction **more than 7**, it is important to acknowledge that 13% of the respondents provided scores of 6 or below, indicating a lower level of satisfaction. We value this feedback as it provides us with beneficial insights into areas where improvements can be made to enhance our services and meet the diverse needs of our clients.

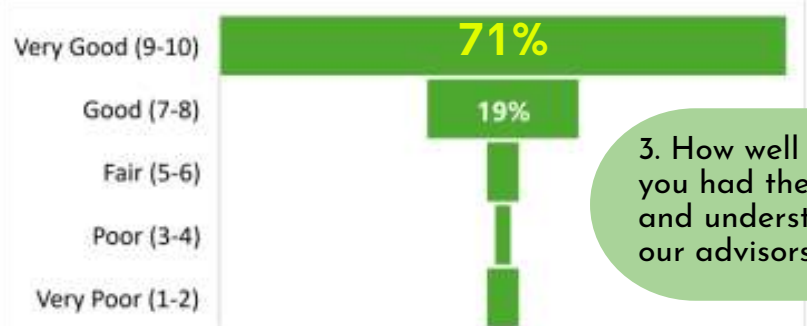
Overall, the evaluation of our Advice & Outreach Services at NCG during the 2023-24 period demonstrates a significant level of client satisfaction. The positive feedback from a majority of participants reinforces our commitment to delivering high-quality support and assistance to individuals seeking our guidance. We recognise the importance of continually striving for improvement and will utilise the feedback from the evaluation to further enhance our services and ensure an even better experience for our clients in the future.



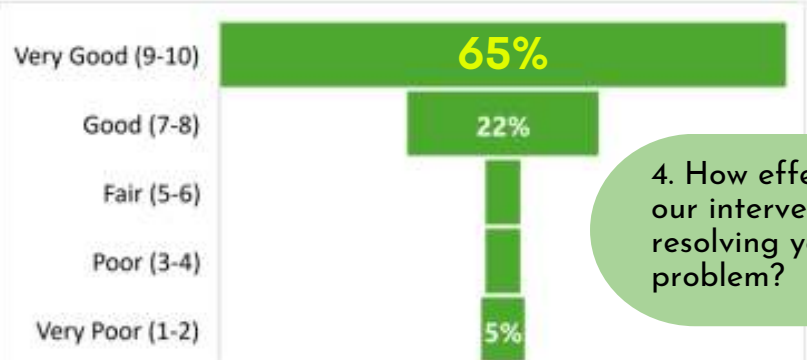
1. How easy was it for you to access our advice service?



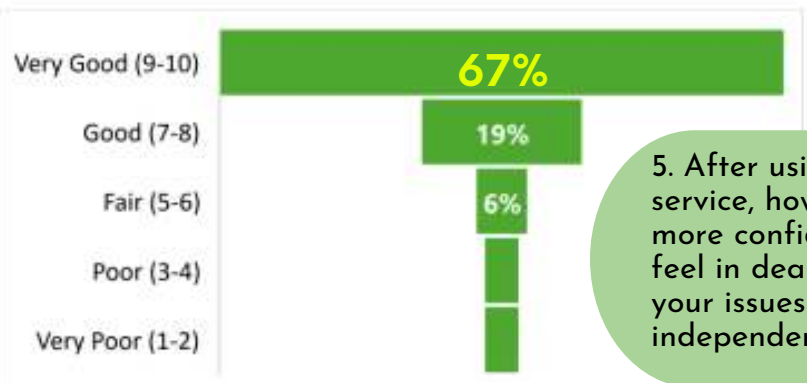
2. How well do you feel your enquiry has been dealt with?



3. How well did you feel you had the support and understanding of our advisors?



4. How effective was our intervention in resolving your problem?



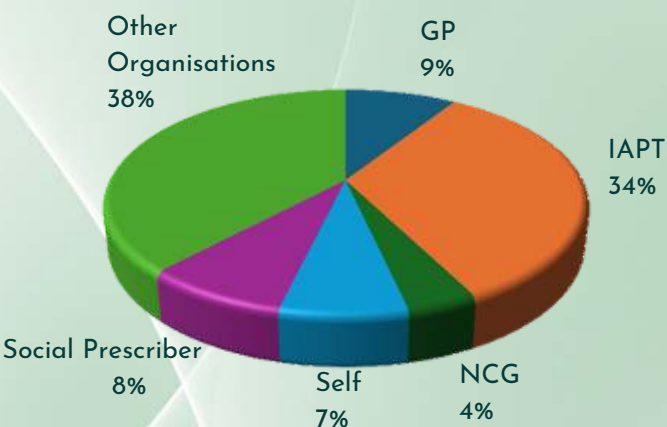
5. After using our service, how much more confident do you feel in dealing with your issues independently?

Bilingual Counselling Project



During the 2023-24 year, our Counselling Team, consisting of 23 skilled bilingual counsellors, including both sessional professionals and trainees, provided culturally sensitive counselling and psychological assistance in clients' native languages. This inclusive approach ensured access to counselling services in a diverse array of languages, such as Albanian, Arabic, Bengali, Dari, English, Farsi, French, Gujarati, Hindi, Kurdish, Pashto, Punjabi, Somali, Turkish, Ukrainian, and Urdu.

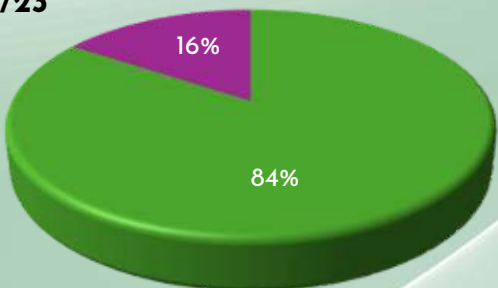
Throughout the 2023-24 period, the bilingual counselling service received 497 referrals for individual psychological support. The sources of these referrals were 34% from NHS IAPT Services, 42% from other organisations (including NCG), 9% from GPs, 8% from Social Prescribers, and 7% from self-referrals. Among these referrals, 62 clients were funded under IAPT one-to-one counselling.



Out of the 497 individuals referred to the NCG Counselling Service, 8 clients were deemed unsuitable for brief counselling, while 120 did not proceed with counselling for various reasons, including no longer requiring the service, unresponsiveness to contact attempts, or being dispersed by the Home Office. A total of 258 clients attended an assessment session. The counselling service delivered approximately **2628 bilingual counselling sessions to 219 clients** who completed their course of treatment. As of the end of March 2024, 17 clients were either waiting to start treatment or actively engaged in counselling, but their incomplete treatment statuses excluded them from this evaluation.

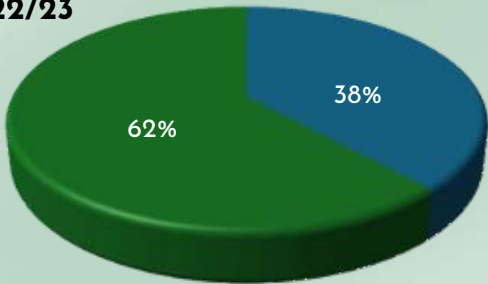
The completion rate for our clients was 85%, meaning our dropout rate is 15%, which is significantly lower than the national dropout rate of 62%, as reported by NHS Digital in the IAPT annual report for 2022/23.

NCG Counselling service drop out rates 2022/23



84% of clients completed the treatment
16% of clients did not complete the treatment

NHS Talking Therapies drop out rates 2022/23

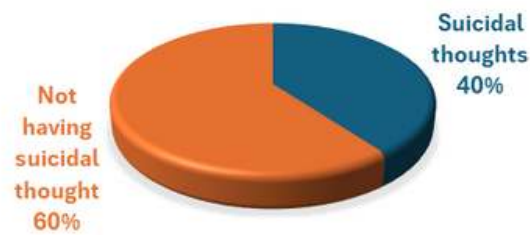


38% of clients completed the treatment
62% of clients did not complete the treatment

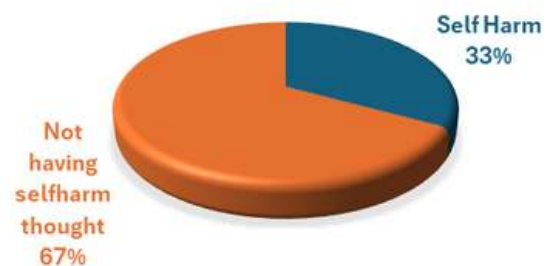
After completing 12 counselling sessions, data from the PHQ-9 (annex 2) and GAD-7 (annex 3) indicated a significant improvement in clients' mental health and well-being, with a **recovery rate of 54%**, compared to the national IAPT recovery rate of 49.9% in 2022-23. Notably, **the recovery rate increased from 41.6% after 6 sessions to 54%** after an additional 6 sessions.

Among the 497 referrals, 198 clients (39.8%) presented with suicidal ideation or a history of suicide attempts, and 164 clients (32.9%) had a history of self-harm, highlighting the severity and complexity of our clients' issues.

CLIENTS' SUICIDE RISK



CLIENTS' SELF HARM RISK



IAPT Psycho-educational Workshops Impact and Satisfaction Evaluation

The IAPT service Step Two offers low-intensity psychological support for individuals experiencing mild to moderate levels of depression and anxiety. Over the past year, we registered **450 participants and conducted 34 workshops attended by 424 individuals**. These workshops covered a broad range of topics, including PTSD, self-care, sleep management, self-esteem, OCD, and coping with grief and depression, and were conducted in Farsi, Arabic, Turkish, and English. The primary goal of these workshops was to help clients gain a better understanding of mental health conditions and to equip them with essential coping tools.

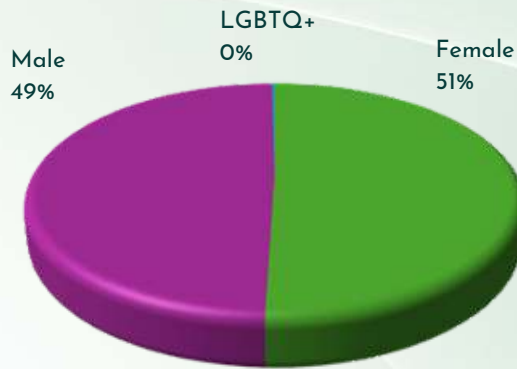
To evaluate the impact of these workshops, we used an evaluation form (Annex 4), which participants completed at the end of each session. This feedback form likely captured valuable insights regarding the participants' experiences, the relevance of the content, and the effectiveness of the delivery. Overall, the IAPT Psycho-Educational Workshops have made a positive impact by providing valuable knowledge and skills to individuals dealing with mental health conditions.

Focusing on five key questions, the majority of the 424 participants who completed the form found the workshops useful for managing their mental health and improving their coping skills.

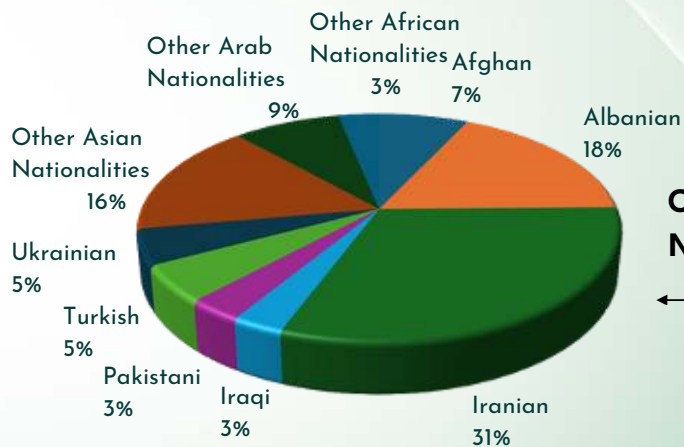
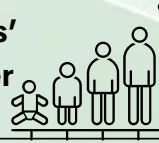


"Counselling helped me to learn my most important lesson is that there is no need to concentrate on the issue that I cannot change. Instead, I set tiny goals for myself each day and try to achieve them."

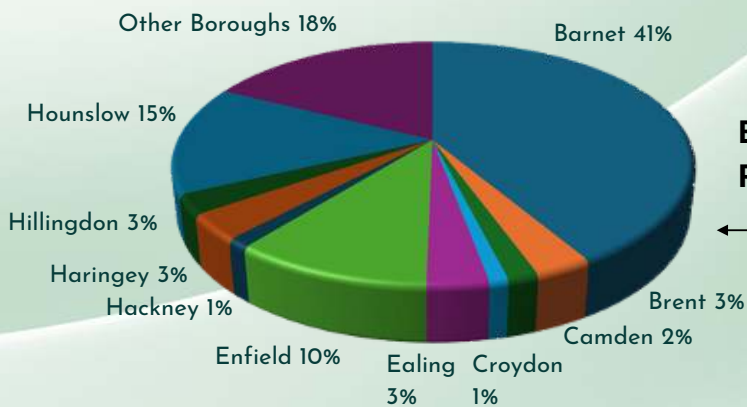
Counselling Charts



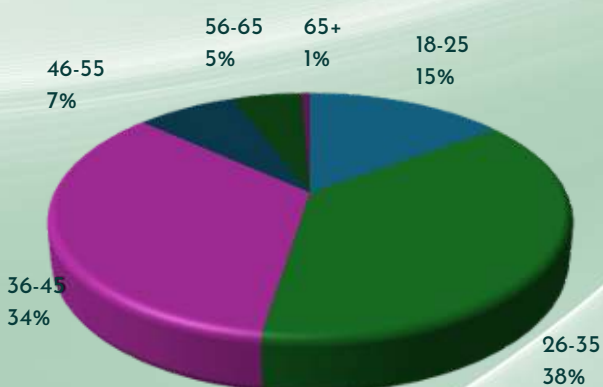
Clients' Gender



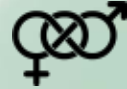
Clients' Nationality



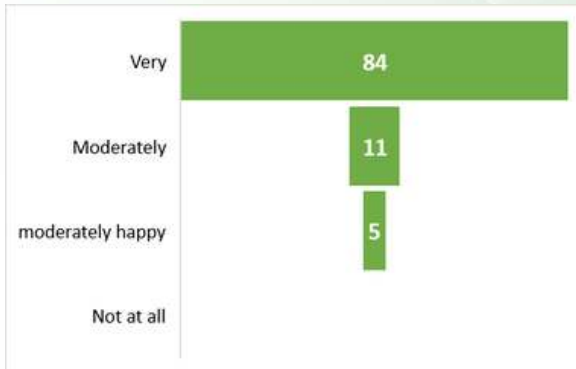
Borough of Referrals



Clients' Age



To assess clients' satisfaction with the counselling service, a satisfaction survey (Annex 5) was conducted. Feedback was sought from **100** randomly selected clients who had completed their treatment. The results revealed that **81%** of the clients were satisfied with the counselling they received. Additionally, **71%** reported a significant improvement in their mental health, and **86%** stated they would recommend the service to friends and family.



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



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



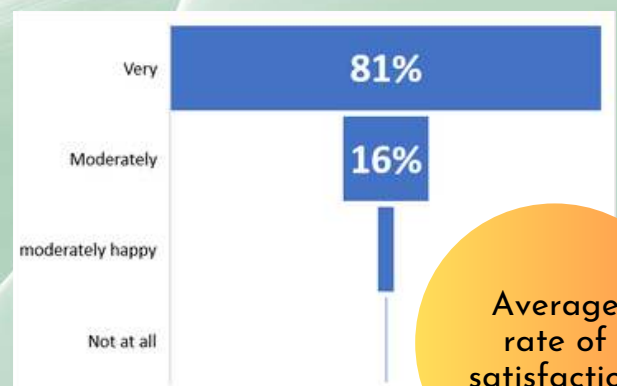
3. Do you think using our services improved your overall wellbeing?



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



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



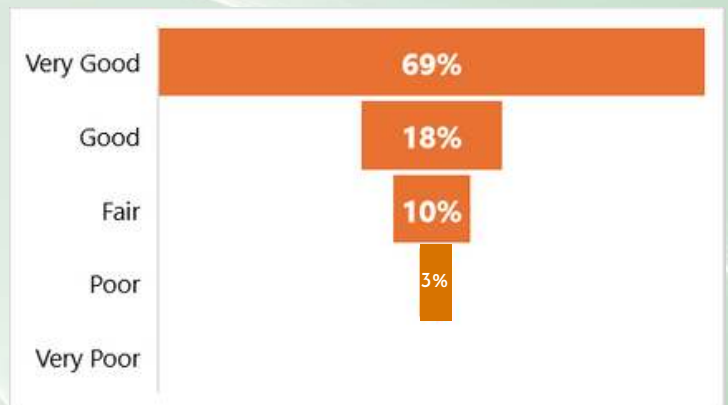
Average
rate of
satisfaction

To gather feedback from clients utilising this service, an evaluation form (Annex 4) was created and distributed after each workshop.

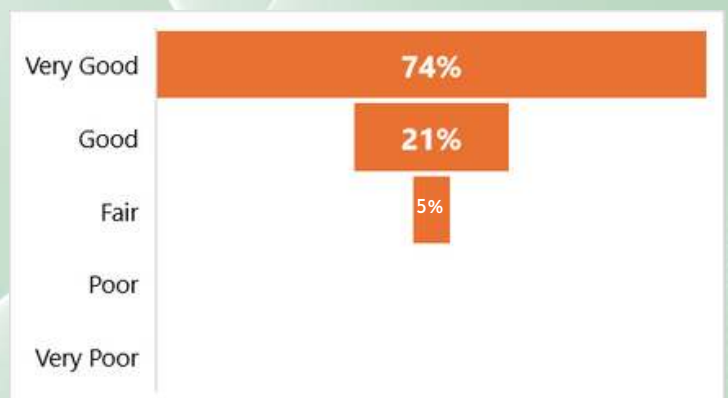
Focusing on question 5, of the **424 clients** who completed the forms, the majority found the workshops helpful in managing their mental health and coping skills. The Improving Access to Psychological Therapies (IAPT) service step two offers low-intensity psychological support for mild to moderate depression and anxiety.

During 2023-2024, we provided workshops on various topics such as PTSD, self-care, sleep management, self-esteem, OCD, grief, and depression. These workshops aim to help clients better understand and manage mental health conditions.

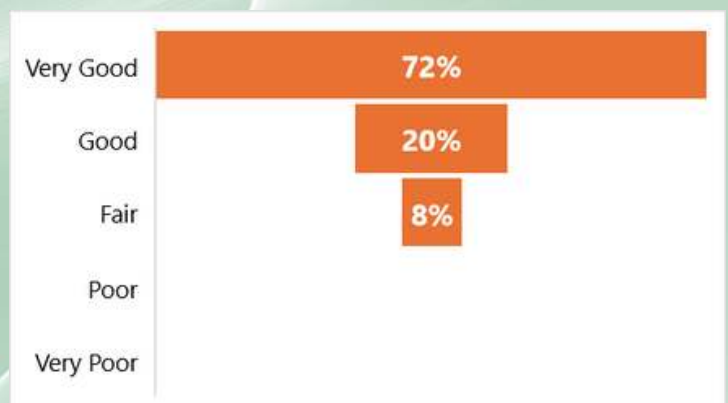
With a target of 60 clients receiving one-to-one counselling sessions from April 2023 to March 2024, **we served 62 clients**, achieving an **average recovery rate of 54%**. We also initiated workshops primarily for asylum seekers residing in Barnet hotels, inviting clients on the waiting list for individual counselling to join these workshops for interim support. Some workshops were conducted online to accommodate clients unable to attend in person. **From April 2023 to March 2024, we conducted 34 workshops.**



1. The workshop objectives were described clearly.



2. The workshop was well organised.



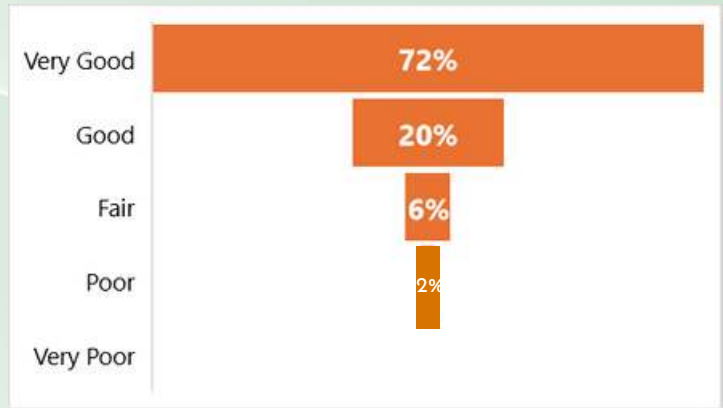
3. The facilitator was knowledgeable, and the information provided were relevant.

"Counselling helped me to learn my most important lesson is that there is no need to concentrate on the issue that I cannot change. Instead, I set tiny goals for myself each day and try to achieve them."

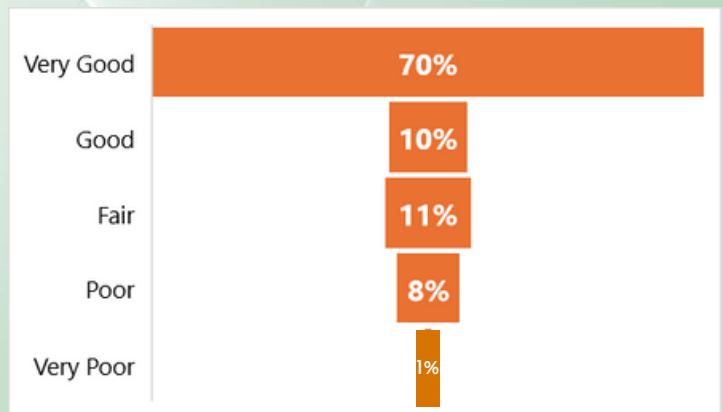
My counsellor has made a significant and positive difference in my mental health journey, and I'm deeply thankful to her for it. Through our sessions, I've gained valuable tools and insights that have enhanced my ability to cope with life's difficulties.

I worked through certain issues in my life. I became more active than before the sessions, I became more relaxed

As it shows around 9% of the service users, did not find the workshops useful. In order to get feedback from clients accessing this service an evaluation form (Annex 4) has been designed and distributed after each workshop. Focusing on question 5, out of 424 clients completing the forms, the majority of participants find the workshops useful to deal with their mental health and coping skills.



4. The workshop increased my knowledge about the topic.



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

I need to "practice" in building trust with people and take a risk to be emotionally vulnerable with close friends or an intimate partner.

The Youth Counselling Project, implemented between April 2023 and March 2024, aimed to provide weekly counselling sessions to young refugees and asylum seekers in their own native languages. A total of 39 referrals were received during this period, out of which **21 received counselling sessions, and 13 completed their sessions.** The project primarily served male participants, comprising 90% of the total participants, while female participants accounted for 10%.

To assess the impact of the Youth Counselling Service, participants were asked to rate their mental well-being using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS- annex 6) before and after the completion of their counselling sessions. The Pre/Post ratio, which represents the average well-being score before and after counselling, showed an initial **average score of 36, which increased to 50.5 after the completion of the 12 counselling sessions.** Notably, all but one participant demonstrated an improvement in their well-being scores from pre-counselling to post-counselling, indicating a positive change in their mental well-being.

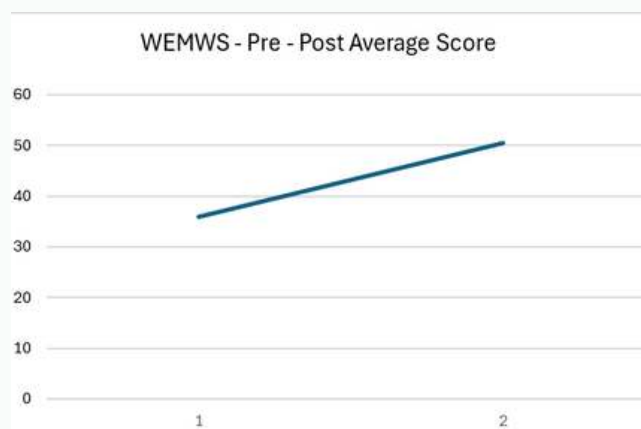
The most significant improvement in an individual client's well-being score was recorded as +32, with a **pre-counselling score of 29** and a **post-counselling score of 61.** This highlights the effectiveness of the counselling sessions in significantly enhancing the mental well-being of this particular participant.

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

Youth Counselling Project

of the participants. Furthermore, the majority completed their sessions, demonstrating the commitment and engagement of both the participants and the project's counsellors.

However, it is worth noting that the project primarily attracted male participants, with a significantly lower representation of female participants. Though this gender imbalance suggests the need to further analyse the reasons behind the underrepresentation of females in the project and explore strategies to ensure equal access, it is worth noting that over 50% of our active participants at present in the Youth Wellbeing Programme are unaccompanied minors, the vast majority of whom are male.



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

Youth Well-being Project

During 2023-2024 our Youth Well-being Project has demonstrated its commitment to supporting the well-being of refugee and asylum-seeking young people, particularly those who have experienced trauma, abuse, and neglect.

The project aims to enhance the overall health and well-being of these young individuals by providing opportunities for support, socialising, confidence building, and integration into the local community. Through various activities, such as weekly social clubs, youth counselling, football clubs, ESOL classes, youth volunteering opportunities, youth outings, and school holiday activities, the project aims to empower young people, build their confidence, and help them realise their full potential.

Over the past year, the Youth Well-being Project has expanded its services and tailored activities in consultation with young people. During the reporting period from April 2023 to March 2024, the project served over **160 young people and received 104 new referrals**. A total of **220 different sessions were delivered**, with a combined **attendance of over 1,756**. To assess the impact of the project, 4 evaluation surveys (annex 7) were conducted at the end of each quarter, in June 2023, September 2023, January 2024 and March 2024, which were sent to all current active young people on the project.

Evaluation Methods for the Youth Well-being Project

The Youth Well-being Project is a complex project consisting of multiple activities and services to support the psycho-social needs of young asylum seekers and refugees. Within each regular activity (ESOL, Youth Club, Football, Youth Volunteering, Outings), there are multiple sub-activities, individual workshops, and events. Due to the capacity of the youth team and the high number of individual activities, it is not possible for the youth team to evaluate every individual activity independently. In response to this, the youth team have developed multiple methods of evaluation of the activities, services, and young persons' development within these activities.

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

- The quarterly Youth Satisfaction Survey (sent to all active young people every 3 months - June 2023, September 2023, January 2024, March 2024).
- Workshop Feedback Surveys - CV Workshop 29.01.24, Substance Abuse Workshop 08.03.24; Brook Sexual Health Workshop series (pre and post on 21.03.24 and later in the year).

- Feedback made during activities to staff members (form case studies and service development).
- Staff observations during activities (form case studies and service development)
- Face-to-face feedback, young person feedback sessions, reflective meetings. (04.01.24) and feedback/debriefings following youth volunteering sessions in October, December and February).
- Staff reflection and self-reflection after each youth club session and other activities.
- The Warwick Edinburgh Mental Well-being Scale (SWEMWS) for involvement in all youth activities on the project - requested at point of referral and subsequently every 6 months.
- The Warwick Edinburgh Mental Well-being Scale (SWEMWS) for involvement in NCG Youth counselling - requested at the start and end of the 12 sessions of counselling.

Youth Project Satisfaction Survey

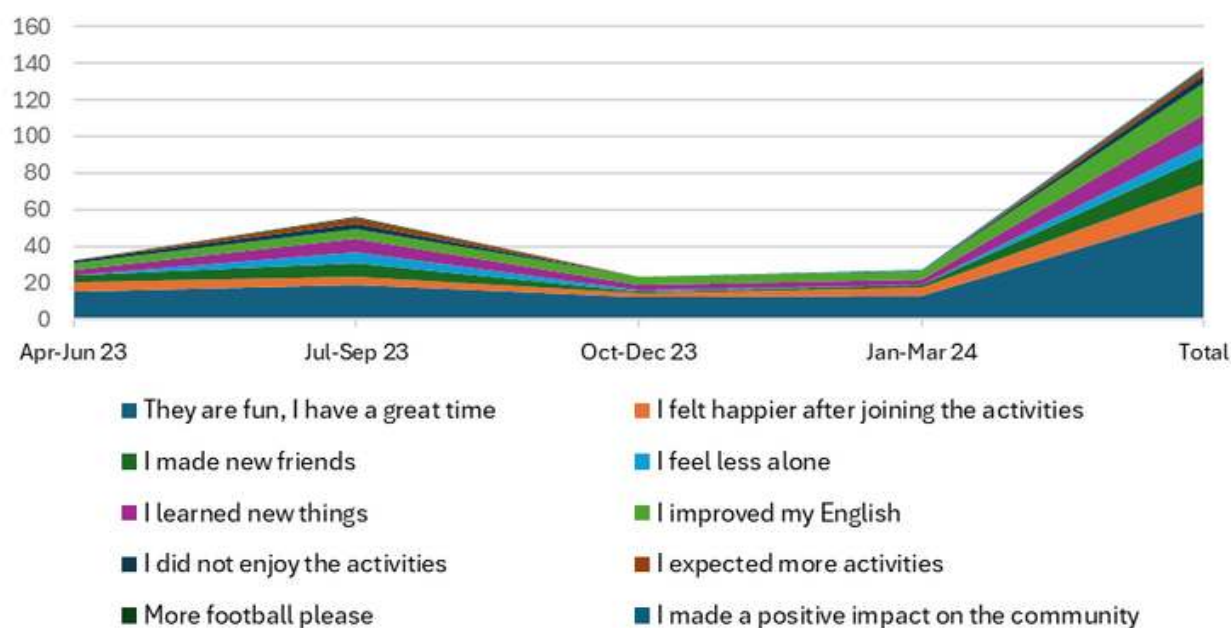
The main regular method of youth evaluation is the quarterly youth satisfaction survey (annex 7).

This is completed by all active young people on the programme every quarter, and asks young people to self-report on the following information:

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

During the past year, of the 108 young people who responded to our survey, **75% were male**, and **25% were female**. In terms of age distribution, 22% of responders were aged between 12-15 years, 52% 16-18 years, and 26 % were 19+. A staggering **96.2%** of the respondents said they had seen positive outcomes from joining the NCG youth activities. These included feeling happier, having fun, learning new skills, making new friends, reducing loneliness, making a positive impact on their community, and improving their English language skills.

What do you think about the NCG activities you have joined?



Furthermore, **94.6%** of respondents indicated that being part of the project's youth club had improved their overall physical and mental well-being, by giving of 3, 4 or 5/5 to the survey questions. This feedback highlights the positive impact the project has had on the well-being of young people, addressing their emotional needs and fostering a supportive environment.

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

Health and Well-being

Young people reported an increase in their overall well-being as a result of their participation in the project. Staff feedback and observations also supported this finding. Moreover, the use of the Warwick Edinburgh Well-being Scale showed reduced stress and anxiety, improved life satisfaction, and a decrease in fears of isolation among most participants.



"Great team, always friendly."



"I really appreciate for your kind fantastic way to keep busy and fun time for us."



"I only went to Chickenshed Theatre, it was sincerely great, I made new friends, I knew a new part of London and I enjoyed it."

Young People's Engagement

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

Health and Well-being

Observations from staff and volunteers have shown that young people have developed improved communication and leadership skills through their participation in the Youth Well-being Project. For example, with the Youth Volunteering project, which launched in October 2023, after doing arts and crafts with younger children in contingency accommodation in Finchley, the youth volunteers reported the acquisition of various skills, such as patience, developing professional skills and enjoying making the children happy. Teachers involved in the ESOL classes also noted ongoing improvements in students' English language reading and writing abilities. In addition, feedback and satisfaction surveys following educational workshops, covering topics such as CV writing, substance abuse, relationships and sexual health, were mainly positive, further contributing to the development of social skills and knowledge among young people.

Mechanisms of Change

Mechanisms of change were identified through young people's feedback and observed interactions within the project. Participants demonstrated a sense of community and connections both with staff and other young people, as well as more familiarity and independence. Regular feedback indicated that young people felt a sense of achievement and contribution to the group and the overall project.

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

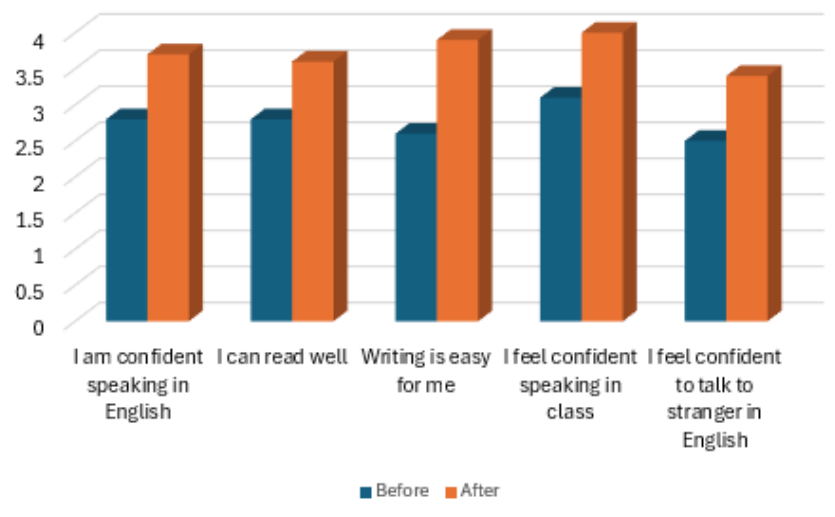


"What I like most is the enthusiasm and involvement of the people. I also really like the opportunity to meet other people with different cultures."

New Citizens' Gateway successfully offers essential ESOL provision tailored specifically for asylum seekers and refugees in different Skills for Life Entry levels, meeting a significant demand for both online and in-person learning opportunities. Our informal classes provide a supportive and inclusive environment where students learn English and build social connections and cultural understanding. Throughout the past year, from April 2023 to March 2024, nearly **252 students** attended our informal online and face-to-face classes once a week (pre-entry and entry 1,2,3). We conducted **11 face-to-face classes** across two different venues and **8 online classes**. The dedication of our collaborative team of **18 volunteer teachers**, along with **4 committed assistants** was crucial to our students' success and progress. The initial assessments provided teachers with a clear understanding of each student's skills.

During the course, students' progress was continuously evaluated to ensure they were benefiting from the lessons and improving their English skills. To assess the effectiveness of our ESOL classes, we designed an Impact survey (annex 8) targeting the impact of our classes on students' knowledge, skills, and confidence level. With the support and guidance of their teachers, **80 students who regularly attended the sessions** engaged in completing the Impact Evaluation forms for our informal ESOL classes.

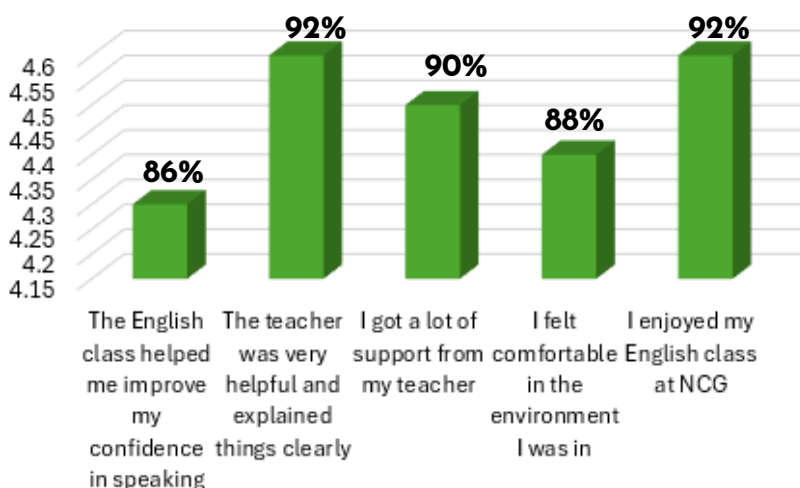
ESOL Pre-Post Impact Measurement



All attendees approved they had **74% growth in their confidence of speaking in English**, **74% growth in reading** and **72% growth in writing in English**.

ESOL Satisfaction Survey

ESOL Students Satisfaction Rate



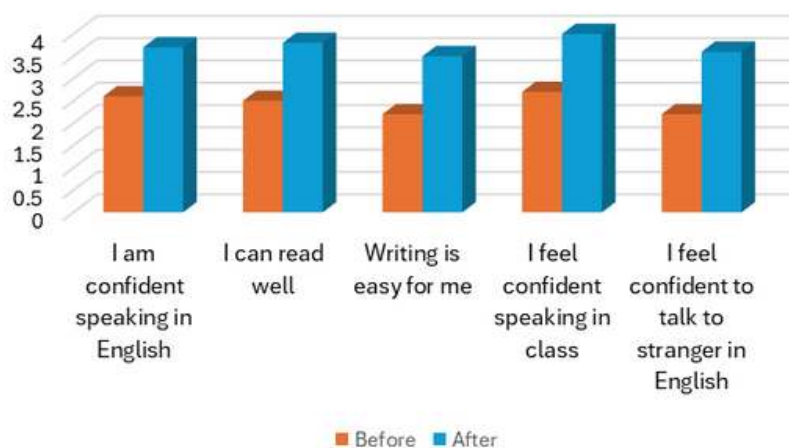
The satisfaction survey (annex 9) targeted questions related to teacher's support, students' confidence level, and perceptions of the learning environment. It was administered electronically, with **60 regular students** participating the survey. The results of both surveys were excellent, reflecting the dedication of our committed volunteer teachers and the effectiveness of our current practices. The positive feedback underscores the importance of our inclusive learning environment while also providing valuable insights for further improvement.

New Citizens' Gateway is proudly a leading provider of accredited courses under Trinity College, dedicated to offering structured English classes to help students improve their language skills and achieve recognised certificate.

We are pleased to report that **24 students** attended our ESOL courses across different Skills for Life Entry levels from April 2023 to March 2024. Among them, **five students benefited from two terms and received two certificates for reading and writing at one Entry level.** Our qualified ESOL teacher employed effective teaching techniques to prepare students for the Trinity exams.

The evaluation process includes initial assessments (impact evaluation form - annex 8), continuous progress monitoring, and final exam performance.

Trinity College



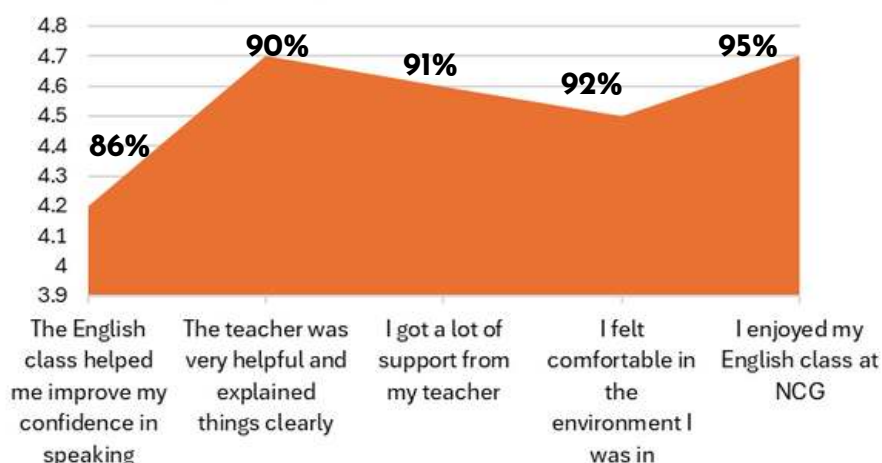
Initial assessments were conducted to determine each student's Entry level before starting the course. Throughout the course, students' progress was continuously monitored to ensure they were prepared for the most suitable Entry exam. **All students who sat for the exams passed with Merit or Distinction,** receiving their certificates from Trinity College with satisfaction.

All attendees approved they had 75% growth in their confidence of speaking in English, 76% growth in reading and 70% growth in writing in English.

This 100% pass rate reflects the effectiveness of our teaching methods and the dedication of our students. Over the past year, we successfully conducted three exam sessions administrated by Trinity College.

According to a satisfaction survey (annex 9) recorded at the end of each course, all attended students expressed **92% of satisfaction** with the class environment, teaching techniques, and their language improvement. The positive feedback highlights the success of our program. **The outstanding attendance, high pass rates, and positive students' feedback** demonstrate the effectiveness of NCG's accredited ESOL courses.

Trinity College Students' Satisfaction Rate



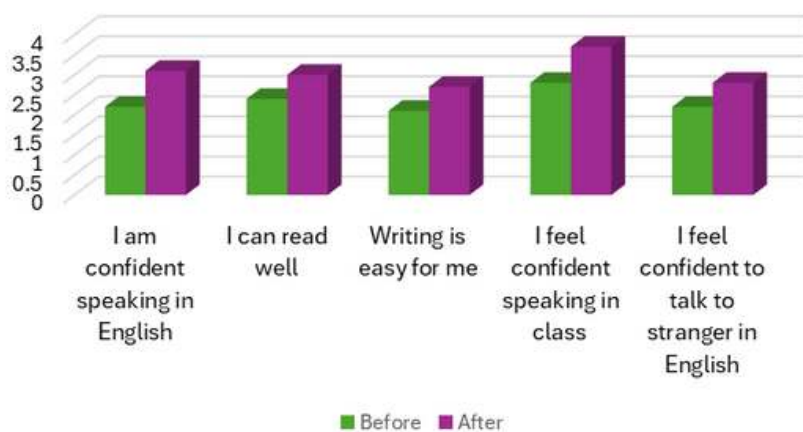
Mums' and Tots' ESOL Classes

New Citizens' Gateway offers a unique English learning program for mothers, providing them with an opportunity to improve their language skills in a supportive environment at **Hyde Children Centre**. This program also ensures that their preschool children are well cared for in a crèche, allowing the mothers to focus on their learning with peace of mind.

Last year, we welcomed **18 mothers** and **20 children** into this enriching program. Every Friday morning during term time, a dedicated volunteer teacher led ESOL classes for the mothers, each session lasting two hours. Meanwhile, their children were looked after by a qualified nursery teacher and two volunteer assistants, surrounded by engaging educational toys in a safe environment.

The project catered to mothers learning English at a basic level, helps them improve their English to engage in daily life skills. Their progress was evident in each passing term when the teacher evaluated and monitored their progress.

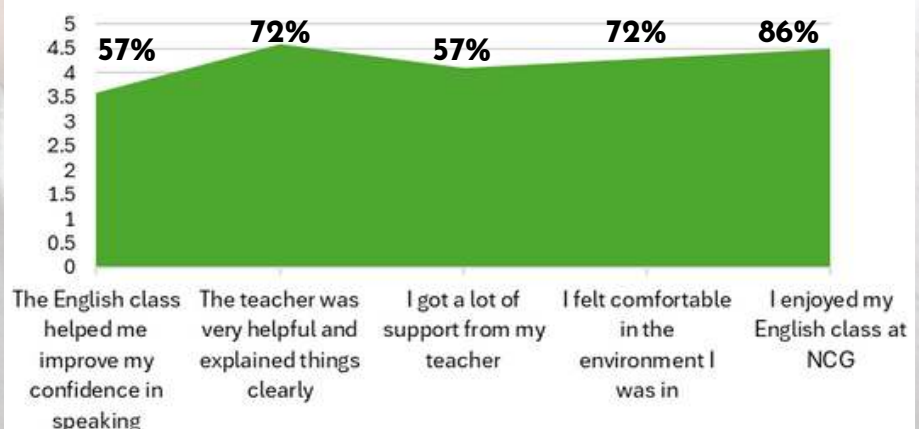
Mums' & Tots' Improvement (annex 8)



All attendees approved they had 64% growth in their confidence of speaking in English, 60% growth in reading and 54% growth in writing in English.

Feedback from 9 mothers who participated in a satisfaction survey (annex 9) last year showed **70% of satisfaction** with the learning experience, teaching quality and childcare support.

Mums' & Tots' Satisfaction Rate



Volunteering Programme

This evaluation report aims to analyse the success and influence of NCG's Volunteering Programme over the 2023-24 period (annex 10). It highlights the programme's advantages to the organisation and its volunteers and details the specific results accomplished, especially in supporting refugees and asylum seekers.

Volunteer Participation

Throughout the evaluation period, NCG had a total of 72 volunteers, including both new and existing members, of whom 61 actively engaged in a variety of activities across various projects. The programme showcased a holistic approach by providing a broad spectrum of opportunities, such as advice, campaigning and lobbying, ESOL, Mums' and Tots' group, counselling, women's group, youth group, gardening, mental health and well-being workshop facilitation, admin, interpreting, food and clothes parcel collection and distribution, organising events, and service evaluation. This wide range of activities highlights the programme's effectiveness in addressing the distinct needs of the refugee and asylum seeker community.

The assessment of NCG's Volunteering Programme for 2023-24 highlighted its effectiveness and the positive impact it had on both the organisation and its volunteers. By utilising the commitment and expertise of its volunteers, NCG effectively assisted refugees and asylum seekers, fostering their social integration and empowerment. Volunteers expressed high levels of satisfaction, appreciation for the support they received, and a willingness to recommend the programme, all of which highlighting the programme's quality and NCG's ability to create a nurturing and fulfilling environment. The programme's success is further evidenced by the specific benefits experienced by refugee volunteers, including enhanced employability skills, improved social integration, and increased empowerment during their transition to paid employment. NCG's commitment to making a lasting difference in the lives of refugees and asylum seekers through volunteering is apparent in these positive outcomes.



"I am being useful to people and seeing students grow in confidence-Speaking out. Seeing a community learners develop where we can relax and laugh together, as well as share thoughts and experiences."

We are proud to announce that from April 2023 to March 2024, our dedicated volunteers contributed 2,754.25 hours to support our clients, which is equivalent to two full-time positions.

Volunteering Satisfaction Survey

To assess volunteer satisfaction, NCG carried out a survey (annex 13) that saw a **27.7%** response rate (20 out of 72 active volunteers). The findings were very positive, with **97%** of respondents expressing high satisfaction with their volunteering experience at NCG. This indicates that the majority of volunteers found their participation with the organisation fulfilling and rewarding. Moreover, 100% of the respondents felt they received strong support from NCG management, suggesting that the organisation provides the necessary guidance and resources for volunteers to effectively fulfil their roles. This positive view of management support underscores NCG's commitment to creating a supportive environment for its volunteers.

Volunteer Recommendations

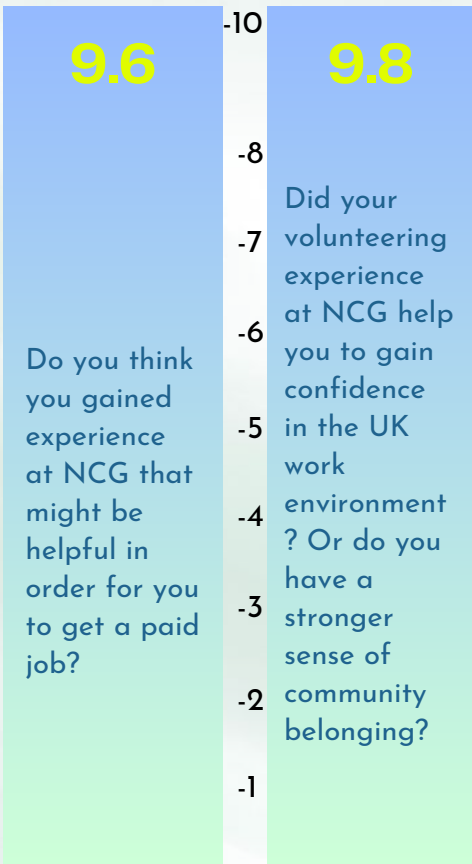
The survey revealed that 95% of respondents were highly likely to recommend NCG's volunteering opportunities to friends, co-workers, or family members. This reflects the volunteers' strong belief in the importance and effectiveness of NCG's work and their willingness to advocate for the organisation. Such positive endorsements are valuable for the growth of the volunteering programme and can help in recruiting new volunteers.

Appreciation and Sense of Community

A remarkable 100% of survey respondents acknowledged feeling appreciated within the organisation, suggesting that NCG has effectively cultivated an environment of inclusivity and recognition for its volunteers. Moreover, 100% of participants expressed their commitment to continue volunteering with NCG, underscoring the fulfilling and significant experiences they have encountered.

Benefits for Refugee Volunteers

The survey outcomes reveal that NCG's Volunteering Programme has brought substantial advantages to refugee volunteers. A notable 100% of them highlighted gaining valuable experience, potentially enhancing their prospects for securing paid positions. This underscores the concrete benefits of the programme in bolstering the employability of this specific group. Additionally, 100% of refugee volunteers expressed a heightened sense of belonging within the community and boosted confidence in navigating the UK work landscape. These findings highlight the positive influence on social integration and personal growth experienced by refugee volunteers through their engagement in the programme.



Refugee
volunteers

Increased Capacity and Efficient Resource Management

Volunteers were instrumental in strengthening NCG's ability to expand its services and reach a wider demographic. By using the dedication of these volunteers, the organisation made the most of its limited resources, leading to better service delivery for refugees and asylum seekers.

Paid Employment Transition

It is remarkable that NCG's assistance went beyond volunteering, as the organisation helped 8 individuals secure paid employment during the evaluation period. This accomplishment showcases the concrete results and practical influence of NCG's initiatives. The successful transition of volunteers into paid roles highlights the programme's effectiveness in fostering professional development and offering avenues for individuals to enhance their situations.

Volunteers' Satisfaction Rate

How would you rate your overall experience at NCG?	9.1
How satisfied did you feel after you started volunteering?	9.5
How likely are you to recommend our volunteer opportunities to friends, co-workers or family?	9
How satisfied did you feel after your induction for your assigned volunteer role?	9
How valued did you feel as a member of our organisation?	9.5
How likely are you to continue volunteering with us?	9.5
Please rate the support you received from management.	9

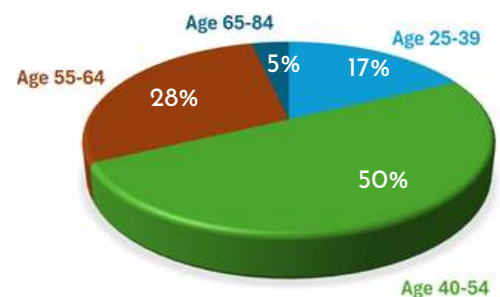


Gardening Project

In an inspiring and transformative initiative, our Ecotherapy programme (Sowing Seeds) offers refugees a profound path to healing from trauma and stress, enhancing their mental well-being. This unique approach allows them to reconnect with their cultural heritage through traditional gardening practices and the cultivation of familiar plants and crops from their countries of origin. We aim to support the holistic health of refugees and asylum seekers by promoting outdoor activities in green environments, rediscovering roots, rebuilding lives, and fostering a sense of belonging.

Between April 2023 and November 2023, we organised a total of **49 gardening sessions** as part of this project, including **15 sessions dedicated to cooking** in the garden. These sessions welcomed the participation of **135 individuals**, **38 of whom attended regularly**.

To evaluate the impact of our programme, we randomly selected **28 participants who had completed at least 6 gardening sessions** and invited them to fill out an evaluation questionnaire (annex 12). The insightful responses we received highlighted several key findings, confirming the effectiveness of this activity.



Clients' Age

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

9.7

-1 -2 -3 -4 -5 -6 -7 -8 -9 -10

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

8.9

"I'm alone here in the UK, no family around. But going to the garden helped me make lots of friends. It's not an exaggeration to say that the garden saved my life. I'm not in a good financial situation to go out, but this place always welcomes me. I spend quality time here with people from different cultures and countries. Thank you, NCG, for saving the lives of many refugees and asylum seekers through your services."

"Being in the hotel for many months, staying in a room far from loved ones alone is not easy. Spending my time in the garden has helped me a lot. The smell of grass, digging, and weeding reminds me of my village back home."

96% of the participants reported that interacting with others in the garden helped them **make friends and provided support when they felt down**. This shows the gardening project offered **a social and supportive environment**, helping participants connect and overcome loneliness.

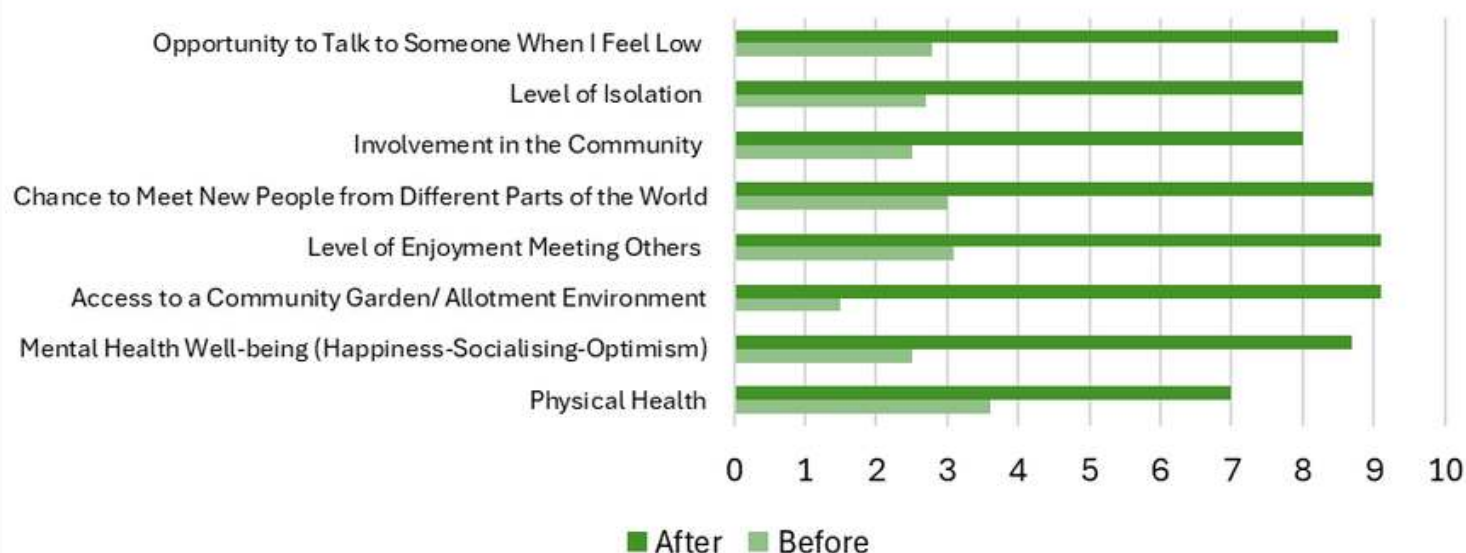
64% of participants said gardening activities like digging, planting, and watering improved their physical health. This indicates that **the physical tasks in gardening positively impacted their fitness and mobility**.

89% of participants felt that spending time outdoors and connecting with nature improved their well-being. This suggests that the **Ecotherapy aspect of the gardening project had a therapeutic effect on their mental health**.

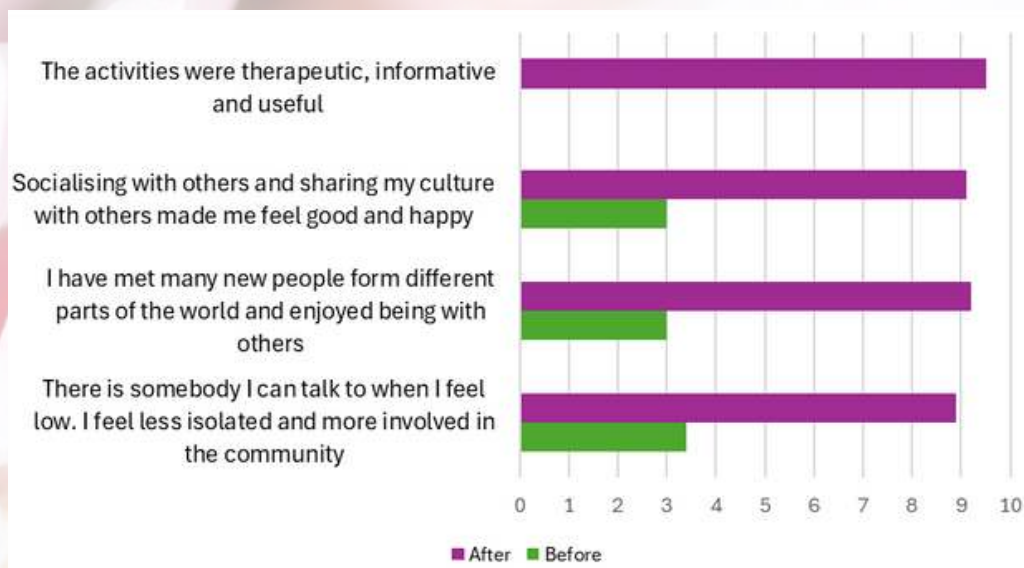
96% of participants felt the garden was a place to meet people from different countries and were proud to share their culture and food. **This shows the gardening project encouraged cultural exchange and promoted diversity and inclusivity**.

In summary, our gardening project under the Ecotherapy program has been transformative. By creating an inclusive space for healing and community-building, we have supported participants in their journey towards well-being. The positive feedback from our evaluation highlights the significant impact of our initiative.

Average Rate of Participants' Impact Evaluation (annex 12)



The NCG Jasmine Women's Group has concluded yet another successful year in fulfilling its mission of offering a secure environment for refugee women to foster friendships, engage in social activities, and seek solidarity with those who share similar life experiences. The evaluation of the group's activities from 2023 to 2024 unveils positive results for its members. Throughout this timeframe, **72 women from 13 nationalities actively engaged in 39 sessions.** In order to gauge the influence of joining the Jasmine Women's Group on participants' welfare, a survey (annex 13) was conducted to randomly select 23 attendees.



The pre-post evaluation, which measured participants' scores before joining the group and after nine months of active involvement in diverse activities, brought to light several significant findings.

According to the evaluation findings, it is evident that the Jasmine Women's Group has effectively achieved its goal of offering a secure and inclusive environment for refugee women, aiding them in adapting to unfamiliar surroundings and enhancing their standard of living. The educational workshops and capacity-building exercises tailored to the needs of refugee women have had a beneficial influence on their social assimilation, welfare, and individual growth. These findings confirm the effectiveness of the group's approach and highlight the importance of such initiatives in promoting the overall welfare of refugee women.



Jasmine Women's Group Satisfaction Survey (annex 13)

Based on the evaluation findings, it is clear that the Jasmine Women's Group has effectively achieved its goal of creating a secure and inclusive space for refugee women. The group's activities such as talks, and workshops have had a beneficial effect on the women's social integration, overall well-being, and personal growth.

The results also show the participants' high satisfaction with the available facilities and the volunteers' proficiency and willingness to help and support them. Overall, these findings highlight the value and importance of such programs in improving the holistic welfare of refugee women.

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

9.1

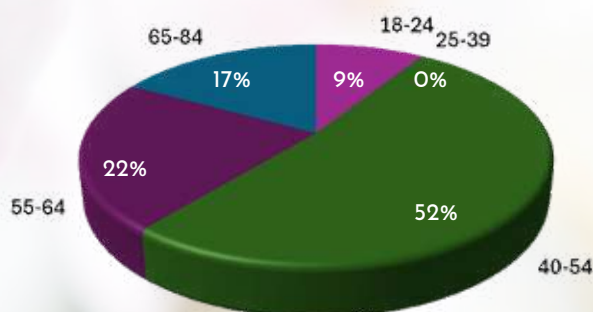
How much do you rate the facilities we have at the venue?

9.4

How much do you rate the proficiency of our volunteers?

9.2

CLIENTS' AGE



“

The Jasmine Women's Group has been a lifeline for me. Every Friday, it is the one place I look forward to going. The group offers a great, welcoming, and friendly atmosphere with many activities and workshops that have increased my knowledge. I am so happy that I joined them; it has helped me improve my English and make friends. The Jasmine Women's Group is like my family, and I am grateful for the positive impact it has had on my life.”

”

“I really enjoyed being part of this joyful gatherings. Perfect atmosphere, perfect healthy food, perfect hospitality.”

“This group has made me feel safe and less isolated; a place for hope and positivity.”

"I never miss my yoga session because it makes me feel very relaxed. I really like our kind instructor. Some of my friends have trouble moving, and I'm glad they can join in because we do chair yoga, which works for them too."

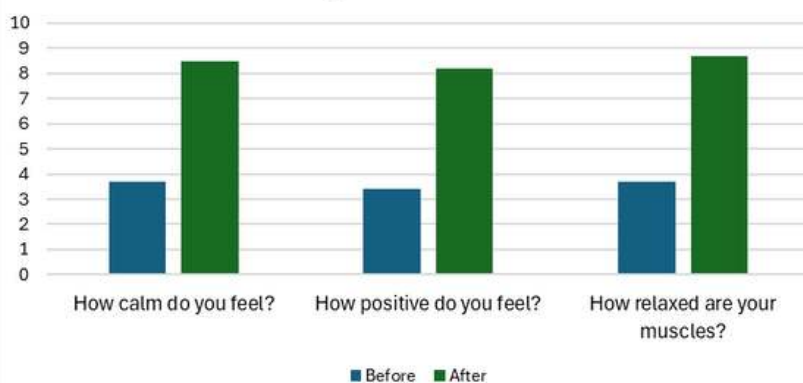
Yoga Sessions

The NCG yoga sessions aim to enhance the mental well-being and resilience of refugees facing mental health issues arising from their displacement and resettlement experiences. These sessions help participants build the strength needed to navigate their new lives by fostering a sense of empowerment and inner strength.

This report outlines the evaluation findings from yoga sessions held between 2023 and 2024. The evaluation centred on assessing participants' feelings of calmness, positivity, relaxation, and their satisfaction with the instructor's adaptability.

A total of 14 yoga sessions were conducted, with an average attendance of **25 participants** per session. To evaluate the sessions' impact and participant satisfaction, pre and post session impact evaluation questionnaires (annex 14) were utilised. Feedback was collected from **14 regular participants** who attended at least six sessions and completed both sets of questionnaires.

NCG Yoga Evaluation Pre-Post



Participants were highly satisfied and pleased with their instructor's dedication to tailor the sessions to fit the abilities of the women, and have **rated 9.5 out of 10 incorporating** chair yoga to promote inclusiveness and active engagement.

"Yoga helps me to manage my anxiety and depression. I am away from my son and taking medicines. Coming to yoga is very helpful for me."

Case study 1

I was introduced to New Citizen's Gateway (NCG) by a family friend. NCG is a wonderful charity with knowledgeable and kind people who go above and beyond to help refugees and asylum seekers. Two newly arrived Afghan families approached me for advice, and in order to get them professional help, I contacted the NCG operations manager. One family consisted of an elderly couple over 70, and the second family had their daughter, her husband, and their two children. Back home, the daughter was the primary carer for her parents for 10 years. Upon arriving in the UK, they were placed in separate locations. The daughter was very worried as she couldn't help her parents with daily chores and medication.

After an appointment with NCG, the adviser helped them with their paperwork and guided them on various aspects of life in the UK. NCG also provided them with data sim cards, which were a big help given their financial situation. The daughter met with **a solicitor from Law Stop** at the NCG office, who supported her move to somewhere closer to her parents. **Luckily, in less than a month, the move happened, and since then, she has been visiting her parents regularly and assisting them with their daily needs.**

The families and I are very grateful to the team at NCG for their support and kindness. We wish them the very best in their future projects.

Case study 2

I got in touch with NCG through my support worker when I felt isolated due to a language barrier. To connect with my host society, I opened up to my support worker about learning English. She promptly searched for organizations offering ESOL classes and thankfully discovered your charity! She successfully managed to get an appointment for me the week after.

Upon visiting your office for an assessment and further assistance, I was warmly welcomed by the ESOL manager, who evaluated my English proficiency on the spot.

Shortly after, I began attending English classes the following week. Our teacher was incredibly supportive, guiding us through vocabulary, basic writing, and conversations.

The teachers treated us like family, creating a safe and caring environment. Sharing similar experiences made the students get close to each other and build valuable and trusted friendships.

I then enrolled in NCG Trinity classes to prepare for the Trinity exam. Thanks to the teacher's expertise and patience, **I successfully passed the exam and received my certificate from Trinity College!**

Case study 3

P, a refugee from Ukraine, was referred to our Ukrainian counselling service through Barnet Council. Having lost her house, family, and confidence, she found it difficult to cope with her new reality. She shared that she felt hopeless and depressed. We provided P with weekly counselling sessions in her native language.

Through our Holistic Model of support, we also referred P to the NCG women's group, which she attended regularly. This group offered her a place to meet other women from different communities and feel better through social interaction

P had serious housing issues, which NCG addressed by referring her to its advice team. With their support, her accommodation was secured, preventing her from becoming homeless. Not worrying about homelessness and resolving her practical issues helped improve her mental health.

She said: "I was lost, uncertain of what the future held. Slowly, through NCG's support, I began to find myself, accepting my new life and seeking assistance to rebuild. It wasn't easy, and I definitely needed support –someone to guide me through my new reality. I approached various services until I found NCG, which helped me through this process. Through their support, I learned a lot about myself and my behavioural patterns and how to cope with my trauma. NCG put me in touch with other women with similar background doing weekly activities at their women's group, which I found very helpful. Their advisors worked tirelessly to prevent me from becoming homeless.

My experience with NCG has been extremely positive. I'm grateful for their various forms of support for people coming to the UK, especially during a time when many people struggle with their mental health issues as well as their day-to-day lives."

Case study 4

SAM was first referred to NCG Youth in February 2022 by Social Services at the age of 16. She had recently arrived from Iran on a family reunion scheme and was sharing a room with her father, who suffered from bipolar syndrome. This situation left her feeling isolated and psychologically fragile.

In Spring 2022, SAM began attending **NCG youth activities**, including **ESOL classes, the youth club, outings, and girls-only activities**. She quickly became one of the most **committed members of the NCG Youth group**. Within a few months, she had established a stable social circle with whom she socialized even outside of NCG activities.

Over the two years that SAM has been involved with NCG Youth, staff have observed **significant growth in her confidence and social skills**. She became comfortable enough to **approach the organisation with new ideas and issues**, and she took on additional responsibilities, such as welcoming new members into the group.

In October 2023, NCG launched the Youth Leaders and Volunteering project. SAM quickly became one of the most **dedicated Youth Volunteers**, always seeking new opportunities to gain professional skills and experience, particularly with younger children. Her commitment and leadership skills **led to her recruitment as an NCG Volunteer**.

Using her valuable experiences as a service user, SAM helped improve and adapt the NCG Youth Programme for other young refugees and asylum seekers. **She also played a crucial role in welcoming new members, ensuring they felt supported and integrated into the group.**

SAM's journey from feeling isolated and fragile to becoming a confident leader and volunteer highlights the transformative impact of NCG Youth's support. Her growth and dedication have not only improved her own well-being but have also significantly contributed to the betterment of the NCG Youth Programme and the community it serves.

Case study 5

OS was first referred to the NCG Youth Counselling service due to symptoms of PTSD, flashbacks, and difficulty discussing his journey from Iran to the UK. His counsellor initially observed his reluctance to open up about the past and his lingering trust issues. During the sessions, OS's counsellor focused on **building rapport and providing a safe space for him to express himself**. As trust developed, OS gradually began to open up. Concurrently, he was referred to other NCG activities, including the **football club**, which he attended consistently.

Towards the end of his counselling sessions, OS reported feeling much better and more alive since joining the NCG football club. He expressed that playing football gave him the opportunity to meet other young boys in similar situations, **fostering a sense of relatability and camaraderie**. His involvement with the NCG football club led him to additional football sessions offered by Lift CIC, resulting in him playing football three times a week.

OS has communicated his desire to join a football league, and the NCG Youth team is actively supporting him in this pursuit. His counsellor noted in the closing remarks that **the sessions had empowered OS**, providing him with **new-found hope**. He is now focused and determined to achieve his goals.

OS's journey from experiencing PTSD symptoms to feeling empowered and hopeful highlights **the significant impact of NCG Youth's holistic support**. His **active participation in football has not only improved his mental well-being but also provided him with a supportive community and a renewed sense of purpose**.

Case study 6

Mr. S. and his wife arrived in the UK as asylum seekers from Iran over two years ago. They initially resided in an asylum accommodation hotel, where they first met with the NCG team. Mr. S. was disabled with several medical conditions, requiring extensive assistance from the outreach team throughout his asylum journey. This support included **facilitating two-way communication with the Home Office regarding his asylum status, coordinating with his solicitor, registering with a general practitioner, arranging hospital appointments, and liaising with NHS mobility teams to manage his health and mental well-being.**

During the long period of waiting for a Home Office decision, it was critical for the couple to stay **engaged in positive and mentally rewarding activities.** Consequently, they were both referred to NCG's English (**ESOL**) classes, ecotherapy sessions in the garden, and art classes. They were also **supported with transport tickets** for crucial appointments, suitable **seasonal clothing**, and **SIM cards to communicate with mental health professionals, friends, and family.**

Upon receiving their refugee status in early 2024, the couple faced the imminent threat of homelessness. They were immediately referred to Barnet Homes to prevent them from becoming rough sleepers. After two weeks of continuous communication with Barnet Homes and providing additional medical evidence, **the couple was offered accommodation outside the borough. They were both thankful and happy** to move into their new home.

Furthermore, Mr. S. received assistance in making a joint **Universal Credit** and **housing benefit** claim, applying for **council tax support**, and obtaining advice on various utility bills and arrangements for monthly payments.

Mr. S. expressed immense gratitude for the holistic model of advice and support he received from various teams at NCG. With the knowledge he gained about navigating systems and new skills in managing his appointments and finances, he felt empowered and more in control of his daily life. This comprehensive support not only improved their immediate situation but also provided Mr. S. with the tools to maintain stability and independence in the future.

Case study 7

Ms. A., a refugee from Ukraine, approached the New Citizens Gateway (NCG) in severe distress. Despite seeking help from various organisations and the Local Authority's advice team, her issues remained unresolved, exacerbating her difficulties. She described her situation during her initial appointment as increasingly dire.

In 2021, Ms. A. participated in the UK sponsorship scheme. After two unsuccessful sponsorships, the local authority provided her with supported accommodation suitable for her age and health condition. However, the rent was not fully covered by housing benefits, resulting in over £2,000 in debt to the local council, which heightened her stress.

Recognising the complexity of Ms. A.'s situation, **NCG implemented a holistic support approach**. Financial assistance was a priority, so **NCG contacted the local council to negotiate a reduction in her debt**, which successfully alleviated some of her financial burden and reduced her stress. To further stabilise her economic situation, NCG assisted her with her **capability for work questionnaire** and helped her apply for **grants from Age UK**.

Addressing her mental health was crucial. Ms. A. was referred to NCG's in-house counselling service, where **she began receiving regular sessions that helped her manage her depression and trauma**. Recognising the need for medical attention, NCG contacted the local hospital to expedite her appointment for a neurological assessment, ensuring she received the necessary medical treatment as soon as possible.

To aid her **social integration**, Ms. A. was referred to the **NCG Women's Group**, which **facilitated social connections and peer support**. Additionally, she was enrolled in **NCG's English for Speakers of Other Languages (ESOL) classes** to improve her language skills and help her integrate into the community. Given her age, Ms. A. was also referred to Age UK for additional support services tailored for individuals over 65. Age UK provided further resources and assistance, significantly enhancing her quality of life.

Through this comprehensive support approach, Ms. A.'s situation has significantly improved, enhancing her well-being and aiding in her integration.

Case study 8

S.O., an asylum seeker from Syria, arrived in Britain fleeing persecution and war. He had lived in an asylum accommodation hotel in Barnet for a couple of years, needing extensive support to adapt to his new life in the UK. The trauma of fleeing his home country and leaving behind a successful business had severely affected his mental and physical health.

Upon arrival, S.O. received substantial assistance from the New Citizens Gateway (NCG) and the outreach team. This included help with **asylum support enquiries, communication with the Home Office, GP registration, and managing his overall health and mental well-being**. During his stay at the hotel, S.O. was informed about various support services available at NCG, such as **ESOL classes, multilingual counselling, and therapeutic gardening sessions**.

After receiving a positive decision on his asylum application, S.O. faced significant challenges. He was at risk of homelessness due to the short notice to leave the asylum accommodation. Additionally, as a single male of working age, Barnet Homes did not prioritize him, necessitating that he find his own accommodation.

Despite these challenges, S.O. exhibited resilience and determination. With the continued support of NCG and the wider community, **he was able to navigate the difficulties of resettlement. S.O. created a CV and secured a job in the catering industry. His perseverance paid off, and he successfully transitioned to a stable life.**

Today, S.O. is an active member of his neighbourhood, working and supporting other refugees. **His journey highlights the transformative power of support services in aiding refugee settlement and promoting social inclusion.**

S.O.'s experience underscores the importance of comprehensive support systems for asylum seekers offered by NCG. It demonstrates how targeted assistance and community support can facilitate successful integration and empowerment of refugees in their new environment.

Annex 1: Clients' Impact Evaluation



Your Name (optional):

Date:

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

Gender: Female ☐ Male ☐ Nationality _____

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

1. Which Service did we help you with?

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

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



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



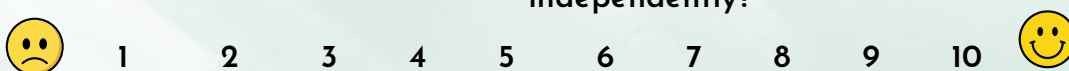
4. Did you feel you had the support and understanding of our advisers?



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



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



7. Any comments?

.....
.....

Annex 2: PHQ9 (Pre/Post)



PATIENT HEALTH QUESTIONNAIRE - 9 (PHQ – 9)								
Over the <u>last 2 weeks</u> , how often have you been bothered. By any of these following problems? (Use “V” to indicate your answer).	Not at all	Several days	More than half the day	Nearly every day				
1. Little interest or pleasure in doing things	0	1	2	3				
2. Feeling down, depressed, or hopeless	0	1	2	3				
3. Trouble falling or staying asleep, or sleep too much	0	1	2	3				
4. Feeling tired or having little energy	0	1	2	3				
5. Poor appetite or overeating	0	1	2	3				
6. Feeling bad about yourself – or that you are a failure or have let yourself or your family down	0	1	2	3				
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3				
8. Moving or speaking slowly that other people could have noticed? Or the opposite – being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3				
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3				
FOR OFFICE CODING ____0____ + ____ + ____ + ____ =Total Score: ____								
If you checked off <u>any</u> problems, how <u>difficult</u> have these problems made it for you to do your work, take care of things at home, or get along with other people? <table border="0"> <tr> <td>Not difficult at all ☐</td> <td>Somewhat difficult ☐</td> <td>Very difficult ☐</td> <td>Extremely difficult ☐</td> </tr> </table>					Not difficult at all ☐	Somewhat difficult ☐	Very difficult ☐	Extremely difficult ☐
Not difficult at all ☐	Somewhat difficult ☐	Very difficult ☐	Extremely difficult ☐					

Annex 3: GAD 7 (Pre & Post)



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

Annex 4: IAPT Psycho-educational Workshops Impact & Satisfaction Survey



Topic:

Date:

Facilitator:

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

Name:

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

Please circle the appropriate number to indicate how much you think the workshop was useful to you, with '1' very poor' and '5' being 'very good'.

1. The workshop objectives were described clearly?

1) Very Poor 2) Poor 3) Fair 4) Good 5) Very Good

2. The workshop was well organised?

1) Very Poor 2) Poor 3) Fair 4) Good 5) Very Good

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

1) Very Poor 2) Poor 3) Fair 4) Good 5) Very Good

4. The workshop increased my knowledge about the topic

1) Very Poor 2) Poor 3) Fair 4) Good 5) Very Good

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

1) Very Poor 2) Poor 3) Fair 4) Good 5) Very Good

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

Annex 5: Counselling Service Satisfaction Survey



Your Name (optional):

Date:

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

Gender: Female ☐ Male ☐ Nationality _____

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

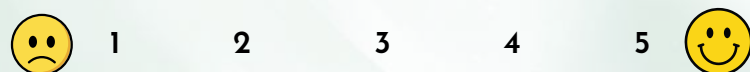
1. How easy was it for you to access our service?



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



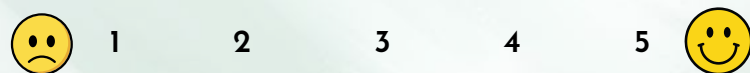
3. Do you think using our services improved your overall wellbeing?



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



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



6. Any comments?

.....

.....

Annex 6: The Warwick-Edinburgh Mental Well-being Scale (WEMWBS)



Scoring method:

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

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

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

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

59–70 points: The wellbeing score is above average

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

Annex 7: NCG Youth Project Satisfaction Survey



What is your name?

What is your gender?

Male, Female

Transgender

Prefer not to say, Other:

What is your ethnicity/nationality? (provide guidance - self identify)

Asian or Asian British

·Indian

·Pakistani

·Bangladeshi

·Chinese

·Any other Asian background

Black, Black British, Caribbean or African

·Caribbean

·African

·Any other Black, Black British, or Caribbean background

Mixed or multiple ethnic groups

·White and Black Caribbean

·White and Black African

·White and Asian

·Any other Mixed or multiple ethnic background

White

·English, Welsh, Scottish, Northern Irish or British

·Irish

·Gypsy or Irish Traveller

·Roma

·Any other White background

Other ethnic group

·Arab

·Any other ethnic group

What is your religion?

Do you identify as having a disability or any special needs?

Which London Borough do you currently live in?

Barnet, Brent, Camden, Ealing, Enfield

Hammersmith & Fulham, Harrow, Hillingdon, Kensington & Chelsea, Westminster,

Other:

What is your age?

12-15 years, 16-18 years, 19-22 years

Are you enrolled in school or college right now?

Yes, No, Other

Do you follow our Instagram page @ncg_youthgroup?

Yes, No

Which NCG Youth Activities have you been involved in?

Youth Club, Football club, ESOL - English Class, Young Volunteers, Outings & trips,
Other

How would you rate the NCG Youth Activities?

Disappointing, 1, 2, 3, 4, 5, Excellent

What do you like best about NCG Youth activities?

What do you think about the 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, I gained professional skills

I made a positive impact on the community

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

Disappointing, 1, 2, 3, 4, 5, Excellent

How have you found communication with the NCG Youth Team (Maryam, Joe, Maria, Rukeya, Alice, Sarah)?

Disappointing, 1, 2, 3, 4, 5, Excellent

Do you think being part of NCG's Youth Activities have improved your overall wellbeing?

Not at all, 1, 2, 3, 4, 5, Yes, very much so

By participating in NCG's Youth Activities, do you feel more confident in communicating with other people and socialising?

Not at all, 1, 2, 3, 4, 5, Yes, very much so

By participating in NCG's Youth Activities, do you feel that you have developed your English speaking skills?

Not at all, 1, 2, 3, 4, 5, Yes, very much so

If there is anything you do not like about the NCG Youth activities, please tell us here.

If you attended any of the outings - do you have any feedback on these activities?

Do you have any other feedback or suggestions for us on how we can improve?

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



Please tick once for each statement.

1 = Not at all

5 = Perfectly

Name:

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

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



Annex 9: NCG ESOL classes Satisfaction Evaluation

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

1 = Not at all

5 = Perfectly

Annex 10: NCG Volunteering Impact Evaluation



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

Name:

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

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

1 = No, not at all

10 = Yes, definitely

Comments:

Annex 11: NCG Volunteer's Satisfaction Survey



How satisfied did you feel after you started volunteering?

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

How likely are you to continue volunteering with us?

 1 2 3 4 5 6 7 8 9 10 

Please rate the support you received from management.

 1 2 3 4 5 6 7 8 9 10 

How would you rate your overall experience at NCG?

 1 2 3 4 5 6 7 8 9 10 

What was the best aspect in your volunteering at NCG?

.....
.....

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

.....
.....

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

.....
.....

Annex 12: NCG Gardening Impact & Satisfaction Evaluation (Pre & Post)



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

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

Name:

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

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

1 = No, not at all

10 = Yes, very much

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

1 2 3 4 5 6 7 8 9 10

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

1 2 3 4 5 6 7 8 9 10

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

.....

.....

Annex 13: NCG Women's Group Impact & Satisfaction Evaluation (Pre &Post)



Below are some statements about your feelings and thoughts.

Please tick the box that best describes your experience of the Women's Group.

Name:

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

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

1 = No, not at all

10 = Yes, very much

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

How much do you rate the proficiency of the volunteers?

 1 2 3 4 5 6 7 8 9 10 

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

.....

.....

Annex 14: NCG Yoga Evaluation (Pre & Post)



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

Name:

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

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

1 = No, not at all

10 = Yes, very much

Comments

.....

.....

How much do you rate the proficiency of the trainer?



1

2

3

4

5

6

7

8

9

10



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

.....

.....

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