

# **ANNUAL EVALUATION REPORT**

April 2024- March 2025



**NEW  
CITIZENS'  
GATEWAY**

Supporting Refugees and Asylum Seekers



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# Introduction

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**New Citizens' Gateway** (registered as Barnet Refugee Service, Reg: 1107965) is an independent charity established in 2005. We collaborate with individuals and partner agencies to **enhance the quality of life and promote the physical, social, and mental well-being of refugees and asylum seekers across London and beyond**. Our work focuses on reducing health inequalities, combating social exclusion and poverty, and supporting positive integration.

With many years of experience, NCG provides services in a **safe and welcoming environment** and is uniquely equipped to address the evolving needs of refugees and asylum seekers, identified through **continuous monitoring and evaluation**. Each year, we assist over **4,000 individuals**, with over **8,000 participations** across a wide range of activities based on our **Holistic Model of Support**. This research-informed, integrated approach aims to **foster positive mental health, strengthen community cohesion, support integration, and improve the life chances of vulnerable refugees and asylum seekers living mainly in Barnet, Brent, Harrow, Camden, Islington, and Hackney**.

Our diverse services include **Advice and Information, Mentoring and Volunteering, ESOL classes** (as a registered Trinity College Skills for Life centre), **Women's Groups, Peer Support, bilingual one-to-one therapy** for youth and adults, **Group Therapy, IAPT psycho-educational workshops, Youth Clubs, Psychosocial and Sports Activities, Mothers' and Toddlers' Groups, Gardening and Ecotherapy, Educational Workshops**, and much more.

## About Our Clients

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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.



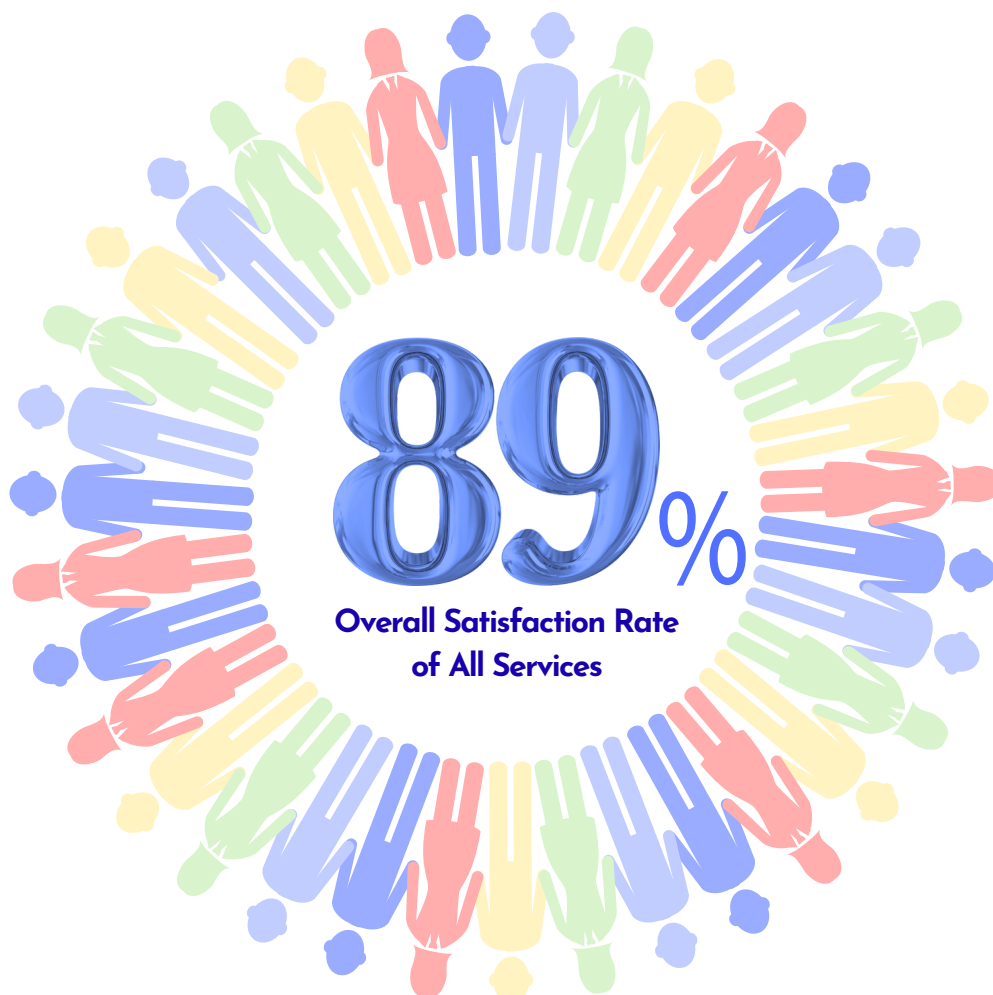
We firmly believe that holistic and person-centred care is crucial to building resilience and helping refugees and asylum seekers adapt to life in the UK.

## Monitoring, Evaluation, & Impact Measurement

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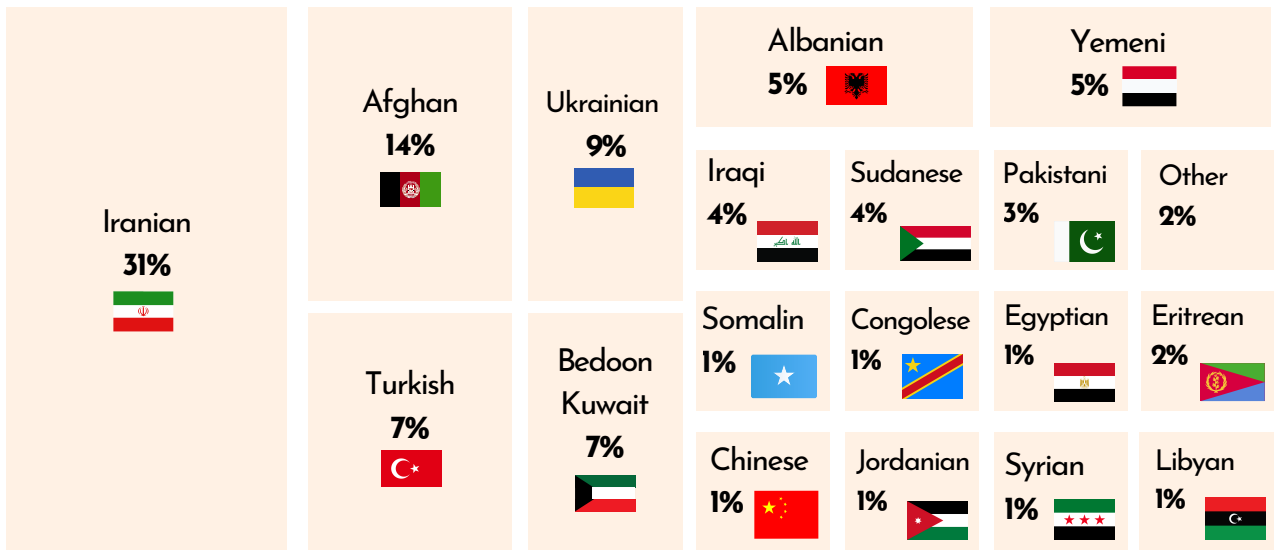
To measure the impact of our work, each project employs an **internal evaluation framework** that outlines specific aims, outcomes, and outputs with corresponding indicators. Every activity is monitored through a plan that includes monthly and yearly targets, with reporting requirements agreed upon with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





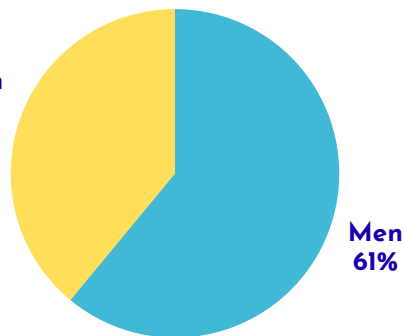
## Where are our clients from?



## Clients' Gender

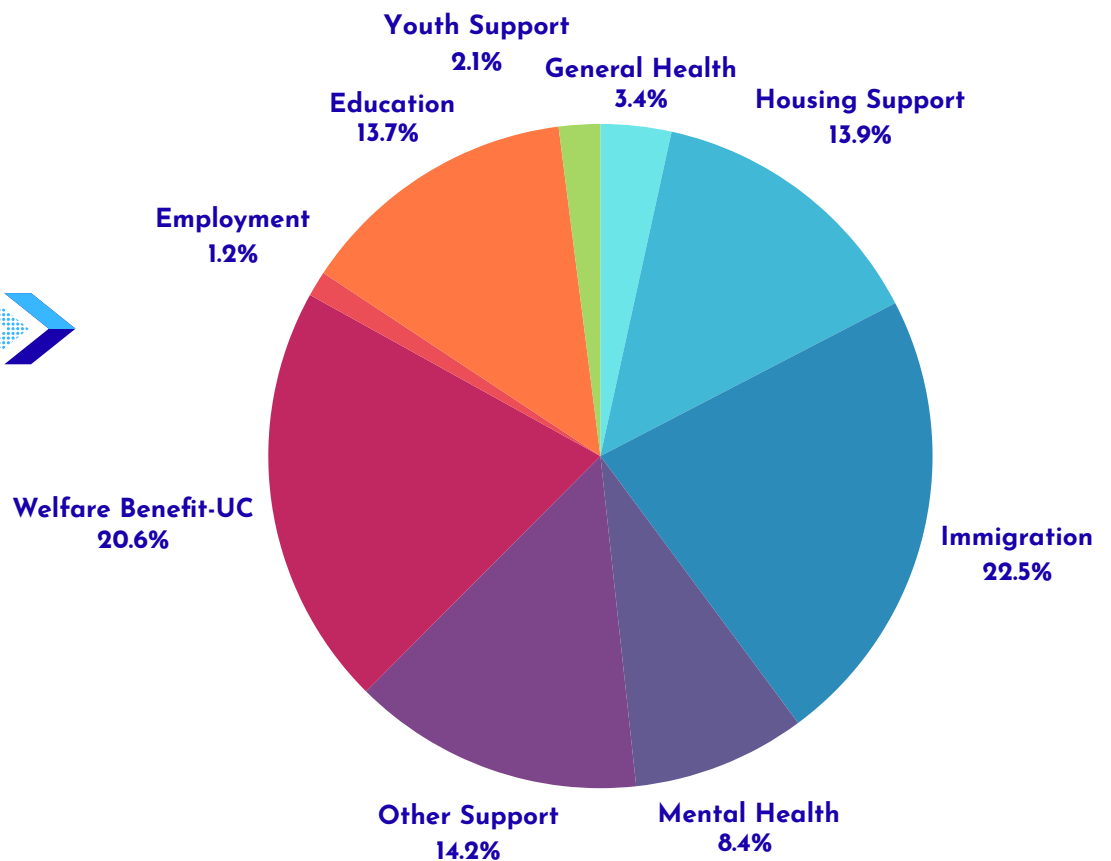


Women  
39%



Men  
61%

## Inquiry Areas



# Advice & Outreach Services

In 2024-2025, NCG continued its dedicated work in delivering **comprehensive support** to refugees and asylum seekers. Guided by our holistic model of support, we reached **over 4000 unique individuals**, helping to **improve their well-being** and **strengthen their sense of hope, dignity, and belonging**, with over **8000 participation** through our Holistic Model of Support. This report outlines some of the key outcomes and impacts of our work during this period.

## Advice & Outreach

In 2024-25, we supported over **3,831 individuals** through our advice and information services and Outreach project, responding to over **24,611 inquiries**. Our dedicated team of advisors and Outreach workers played a vital role in guiding refugees and asylum seekers toward more stable and hopeful futures.

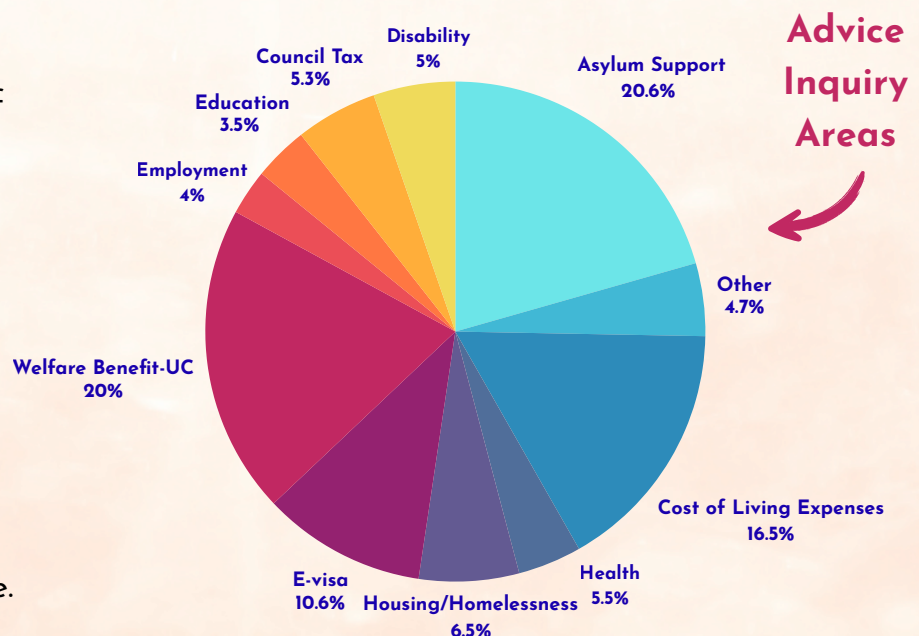
## Advice, Information & Guidance

Over the course of the year, we delivered personalised advice, information, and support to more than **1962 clients**, demonstrating the strength and responsiveness of our advisory services in meeting a wide range of complex needs. NCG also continued to serve as a trusted point of contact for those seeking help, handling an impressive **11,267 inquiries** through our advice team. Our reach and impact grew further with the registration of **1224 new clients accessing advice-only services**.

## Contingency Hotels Outreach Initiatives

In addition to our core advisory services, NCG's outreach team continued its vital work **supporting asylum seekers accommodated in three Barnet hotels** for a further year. We maintained a consistent **on-site presence**, offering **regular consultations** in a safe and welcoming environment where individuals could access support and guidance with ease.

The dedication of our outreach team was reflected in the scale of their work, dealing with **over 3831 visits** across the three hotels, supporting **over 1869 individuals** and responding to more than **12,809 individual inquiries**. This sustained effort ensured that asylum seekers in temporary accommodation remained connected to the support they needed during an uncertain and often isolating time.





## Service Evaluation and Clients' Satisfaction Survey

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.

To gather data for the evaluation, we randomly selected **280 clients** from the pool of **1224 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 **174 participants** who responded and actively participated in the evaluation process.

Although **90% of respondents scored their level of satisfaction more than 7**, it is important to acknowledge that **10%** 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.

### How long have you been using our advice service?

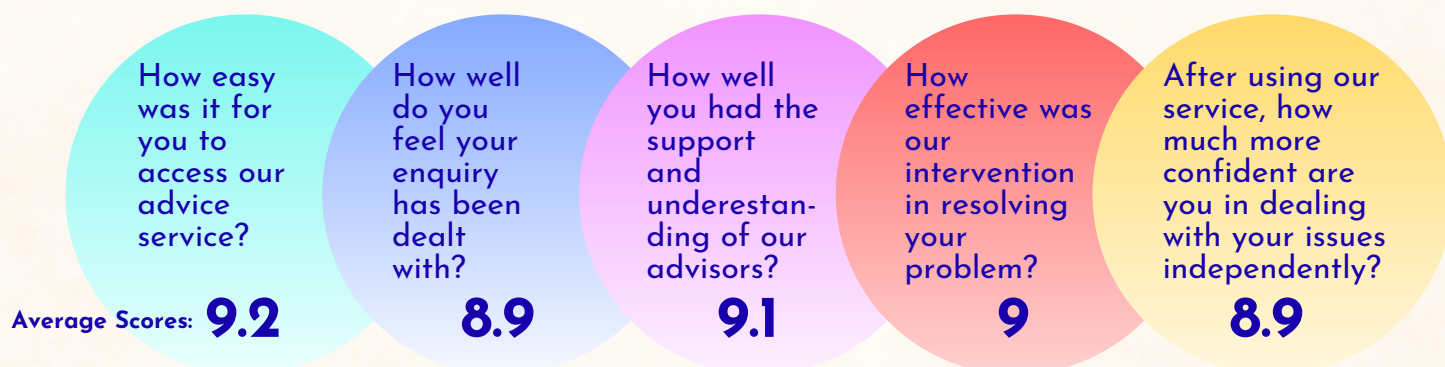
Less than 1 year: **70%**

1-3 Years: **29%**

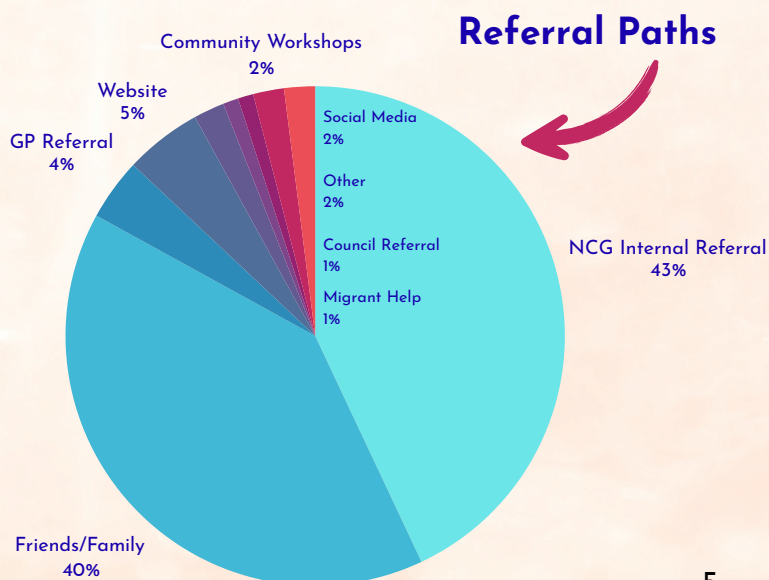
More than 3 years: **1%**

## Satisfaction Rate

From 1 (least) to 10 (most), how do rate your satisfaction from the following:



Overall, the evaluation of our Advice & Outreach Services at NCG during the 2024-25 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.



## Case study 1

A. had been struggling for several months to have an **incorrect date of birth amended on his eVisa**. Despite repeated attempts to resolve the issue himself, he was unable to make progress and was becoming **increasingly anxious** about this issue. When he approached our service, one of our e-visa Advisers worked closely with him to address the problem. **The adviser contacted the UKVI Resolution Centre on his behalf, ensuring that the case was properly logged and escalated.** They also supported the client in preparing and submitting the required documentary evidence to the relevant department, making sure all details were accurate and complete. Thanks to this intervention, **the issue was resolved swiftly.**

## Case study 2

In December 2024, we supported a vulnerable **Afghan family of five** who had recently reunited in the UK through the **family reunion** process. Having experienced multiple traumatic events while fleeing Afghanistan, the family faced significant challenges integrating into life in the UK. Our Adviser worked closely with professionals across Barnet to provide coordinated support that addressed their immediate and long-term needs.

Initial support focused on **securing their immigration status by resolving eVisa issues, registering the family with a GP and dentist, and assisting with welfare benefit applications** to establish financial stability. Education was a key focus; **the youngest child was enrolled in a local school, and the older children were supported in applying to college to continue their education and develop English skills.** One child also joined the ESOL course within the **NCG Youth Wellbeing Project.**

The family was supported in setting up and managing **utilities and council tax, ensuring they understood their responsibilities.** Additionally, we helped them **apply for housing** through Barnet Council, advocating for accommodation that met their needs. Through this **holistic and collaborative approach, the family is now legally settled, financially supported, engaged in education, and on a clear path toward secure housing and long-term integration in the UK.**





# Bilingual Counselling Project

## Overview

During the 2024-25 year, our Counselling Team, made up of **22 bilingual counsellors**, including both qualified experienced professionals and dedicated trainees, provided **culturally sensitive psychological support in clients' native languages**. This inclusive and **trauma-informed approach** allowed us to deliver counselling services in a wide range of languages, including **Albanian, Arabic, Bengali, Dari, English, Farsi, French, Gujarati, Hindi, Kurdish, Pashto, Punjabi, Somali, Turkish, Ukrainian, and Urdu**. This linguistic diversity ensured that clients were supported in a way that **resonated deeply with their cultural and emotional needs**.

## Service Reach and Referrals

Over the year, the service received a total of **443 referrals** for individual psychological support. Of these referrals, **39 % came from NHS IAPT services**, **42 % from other organisations** (including NCG), **10 % from GPs**, and **9 % were self-referrals**. **Sixty clients** were funded under IAPT one-to-one counselling.

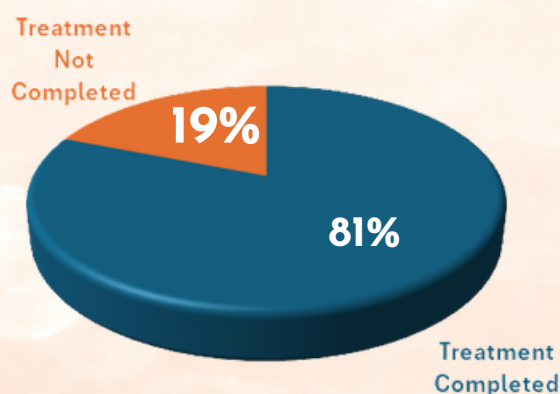
## Client Engagement and Outcomes

Of the **443 individuals** referred, four were assessed as unsuitable for brief counselling. Ninety individuals did not go forward with counselling for a range of reasons, such as no longer needing the service, not responding to contact attempts, or being dispersed by the Home Office. However, 261 clients attended an initial assessment. Ultimately, **194 clients completed their full course of treatment**, during which the team delivered approximately **2,328 bilingual counselling sessions**.

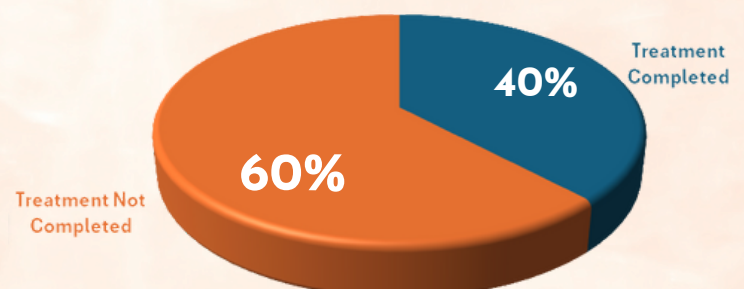
As of the end of March 2025, an additional 31 clients were either on the waiting list or currently engaged in treatment but were not included in the current outcome analysis due to their ongoing status.

The completion rate for our clients was 81%, meaning our dropout rate is 19%, which is significantly lower than the national dropout rate of 60%, as reported by NHS Digital in the Talking Therapy annual report for 2024/25.

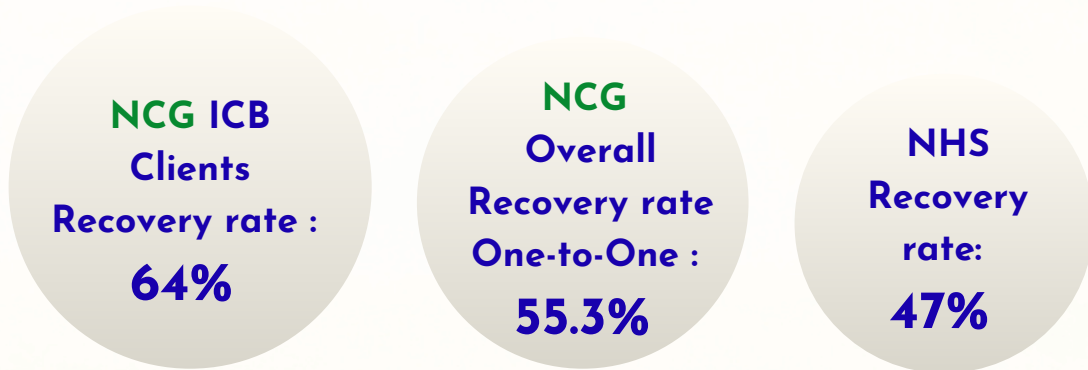
**NCG Counselling Service Drop Out Rates 2024-25**



**NHS Talking Therapies Drop Out Rates 2024-25**



Data collected through PHQ-9 (Annex 2) and GAD-7 (Annex 3) assessments following **12 sessions** of counselling showed substantial improvement in mental health and well-being. **The overall recovery rate among our clients was 55.3 %, with the rate rising to 64% for those 60 clients supported under the ICB Talking Therapy one-to-one model.** This is a strong result compared to the national average for **NHS Talking Therapies**, which had a recovery rate of **47% in 2023/24.**



## Risk and Complexity

The counselling service receives a high level of clients with severe psychological issues. Among the clients referred to NCG, 91 individuals **(20.5%) presented with suicidal ideation** or a history of suicide attempts. Additionally, 50 clients **(11.2%) had a history of self-harm.**

## Client Satisfaction

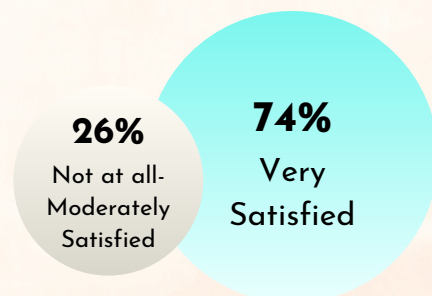
To better understand the client experience, a Counselling Satisfaction Survey (Annexe 4) was conducted with a sample of **120 clients** who had completed treatment.

The findings were encouraging, **74% of respondents expressed satisfaction** with the counselling they received. Furthermore, **69% reported a significant improvement in their mental health**, and **84%** indicated **they would recommend the service to friends or family.**

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



2. Were satisfied with what we did for you?

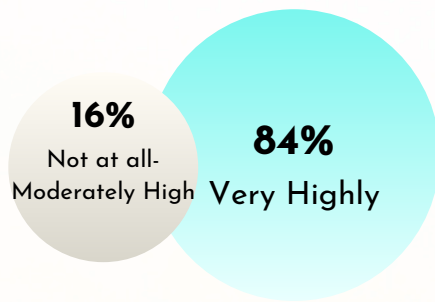


3. Do you think using our services improved your overall wellbeing?

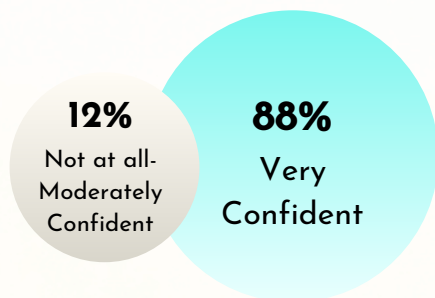




4. Will you recommend us to your family and friends?



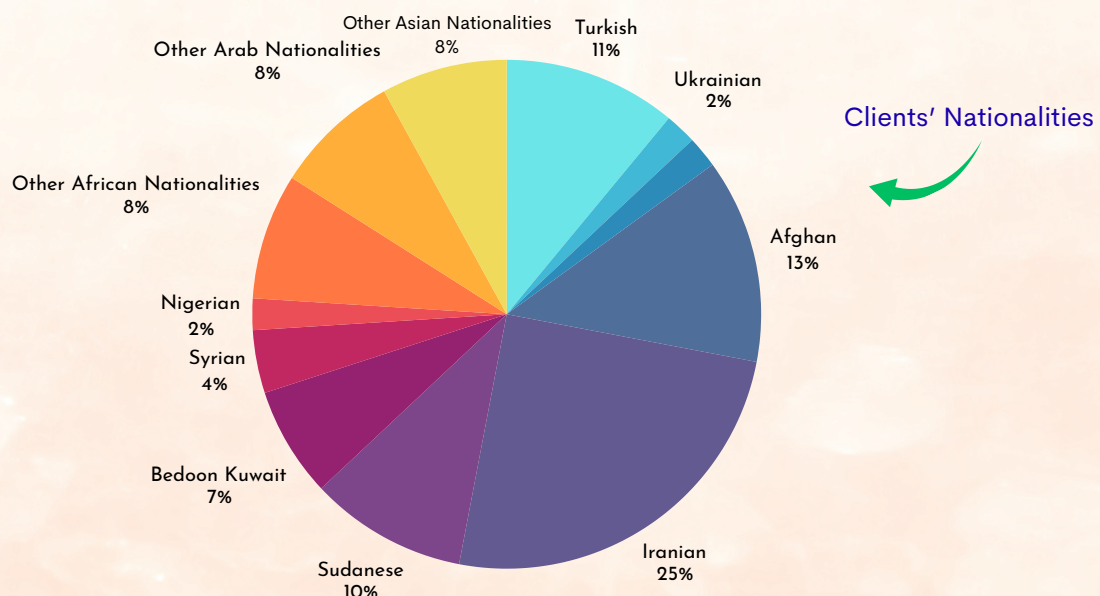
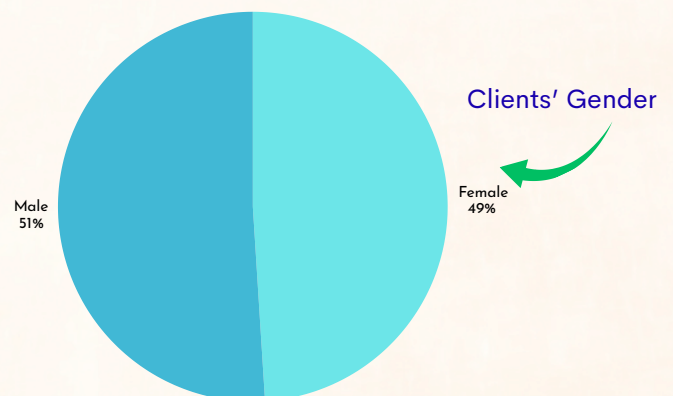
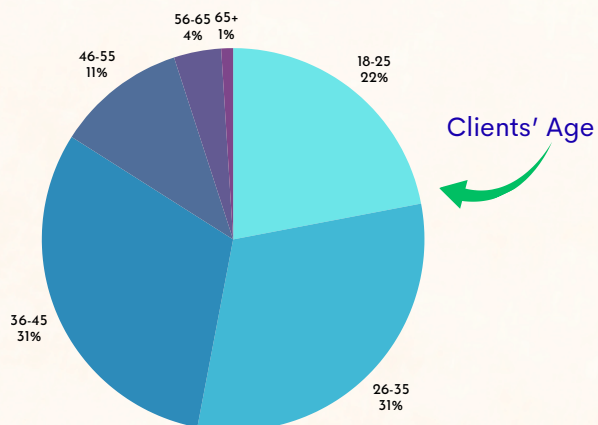
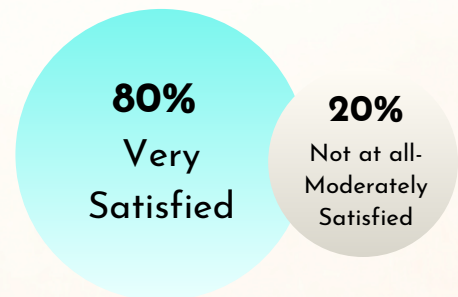
5. After using our service, do you feel more confident in dealing with your issues more independently?



Client's testimonial:

*"Speaking in my own language during counselling felt like finally being able to breathe. It gave me the safety to open up, to cry, and to heal. In that familiar voice, I found the strength to face what I thought I couldn't."*

Overall Satisfaction Rate of the service:



# NHS Talking Therapies Psycho-educational Workshops Impact and Satisfaction Evaluation

As part of our **Step Two IAPT service**, we delivered low-intensity **psychological support** to individuals experiencing **mild to moderate levels of depression and anxiety**. Over the course of the year, a total of **420 individuals registered for workshops**. Of these, **388 attended one or more of the 36 sessions offered**.

Workshops were delivered in both Farsi and English and addressed a range of key mental health topics, including **stress, anger management, panic, PTSD, phobias, self-care, grief, anxiety, and relationships**.

These workshops aimed to improve participants' **understanding of mental health** and to equip them with essential coping tools. To evaluate the effectiveness of this intervention, participants were asked to complete a feedback form (Annexe 5) at the end of each session. The responses indicated that **the majority found the workshops helpful in managing their mental health and enhancing their coping strategies**.

## Talking Therapies Workshops Satisfaction Survey

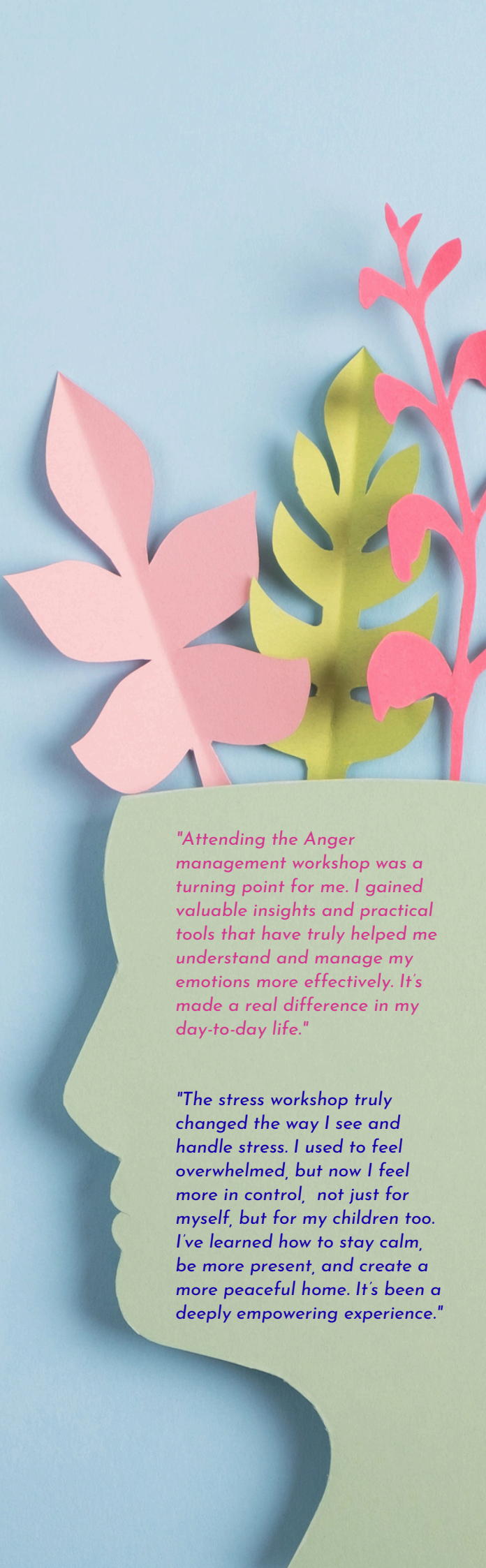
To gather feedback from clients using this service, an evaluation form (Annex 6) was distributed following each workshop. Focusing on Question 5, the majority of respondents reported that the workshops were helpful in **managing their mental health and developing coping strategies**.

The Improving Access to Psychological Therapies (IAPT) Step 2 service provides low-intensity psychological support for individuals experiencing mild to moderate depression and anxiety. Between April 2024 and March 2025, we delivered workshops to **388 clients on a range of topics, including stress, anger management, grief, PTSD, self-care, anxiety/ panic/ phobias and healthy relationships**. These sessions are designed to enhance clients' understanding of mental health conditions and provide practical tools for **self-management**.



In the same period, we reached our target of offering one-to-one counselling to **60 clients**, achieving an **average recovery rate of 64%**. We also launched tailored workshops for asylum seekers residing in Barnet hotels, offering group support to those on the waiting list for individual counselling. To ensure accessibility, some workshops were held online for clients unable to attend in person. A total of **36 workshops** were delivered from April 2024 to March 2025.





"Attending the Anger management workshop was a turning point for me. I gained valuable insights and practical tools that have truly helped me understand and manage my emotions more effectively. It's made a real difference in my day-to-day life."

"The stress workshop truly changed the way I see and handle stress. I used to feel overwhelmed, but now I feel more in control, not just for myself, but for my children too. I've learned how to stay calm, be more present, and create a more peaceful home. It's been a deeply empowering experience."

1. The workshop objectives were described clearly:



2. The workshop was well-organised:



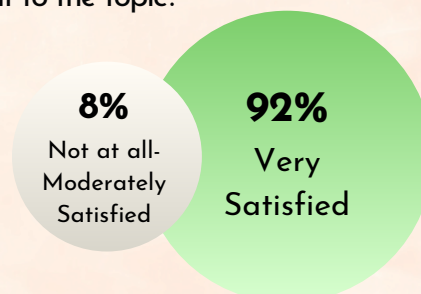
3. The facilitator was knowledgeable, and the information provided were relevant:



4. The workshop increased my knowledge about the topic:



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





## Case study 3

A, a 34-year-old man from Turkey, arrived in the UK seeking asylum after experiencing **political persecution**. Although physically safe, he struggled with deep **emotional trauma, isolation, and a lack of trust** in others. Speaking about his experiences felt impossible, and he carried his pain in silence.

When he came across **the counselling service at NCG**, A was hesitant and unsure if it could help. During the initial sessions, he spoke very little, but his counsellor offered a **calm, non-judgmental space** where he never felt rushed or pressured. Gradually, **A began to open up, exploring his past and learning tools to cope with anxiety**.

Over time, he came to understand that **his emotional reactions were valid responses to the trauma he had faced**. He started sleeping better, feeling less alone, and eventually **gained the confidence to volunteer within his local community**. In addition to counselling, A was also referred to **NCG's gardening project** and enrolled in **ESOL classes**, which helped him **build connections and routine**.

In his final session, A. shared, "Before counselling, I thought I had to carry everything alone. Now I know it's okay to share the weight. This place gave me my voice back." His journey highlights the power of safe, compassionate support in helping those who feel most isolated begin to heal and reconnect.

## Case study 4

S, a 28-year-old asylum seeker from Iraq, initially came to counselling feeling **hesitant, reserved, and overwhelmed by her new life**. She lacked confidence, avoided sharing her past, and **struggled to envision a future in her host country**. Her isolation and fear of failure compounded her **difficulties in adapting**.

The counsellor created a **safe, empathetic space, focusing on trust-building and non-invasive conversations**. S was encouraged to attend **workshops on mental health**, which provided a **supportive environment** to learn **copng strategies, practice communication skills, and connect with others facing similar challenges**. In counselling, the focus was on **recognising her resilience, setting small goals, and using mindfulness techniques to reduce anxiety**.

Over the three months, S showed remarkable growth. **She became more confident in expressing herself, began sharing aspects of her life, and built a small social network through the workshops**. Her newfound confidence inspired her to explore a career in teaching, taking initial steps through volunteering opportunities.

S's journey illustrates the **transformative power of counselling** and mental health education, enabling her to **rebuild confidence, overcome isolation, and embrace a hopeful future**.



# Youth Counselling Project

The Youth Counselling Project, implemented between April 2024 and March 2025, aimed to provide **weekly counselling sessions to young refugees and asylum seekers in their own native languages**. A total of **38 referrals** were received during this period, out of which **21 received counselling** sessions at the time of this report. The project primarily served **male participants**, comprising **89%** of the total participants, while **female participants accounted for 11%**.

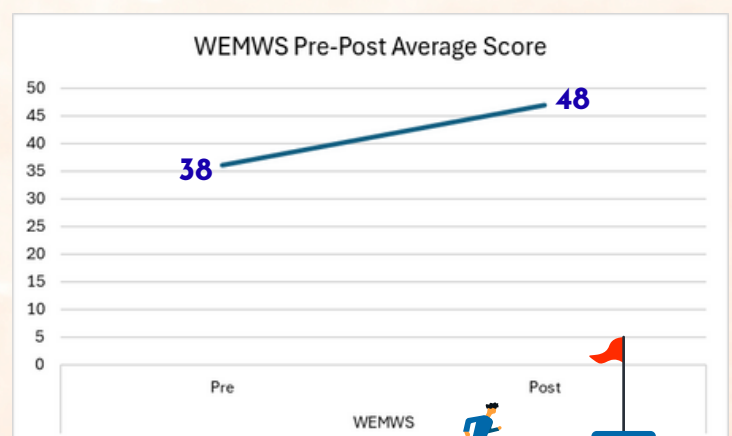
To assess the impact of the Youth Counselling Service, participants were asked to rate their mental well-being using the **Warwick-Edinburgh Mental Well-being Scale (WEMWBS-Annex 7)** before and after the completion of their counselling sessions. The Pre/Post ratio, which represents the well-being score before and after counselling, showed an **initial average score of 36 for this period, which increased to 46 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 +23, with a pre-counselling score of 19 and a post-counselling score of 42. This highlights the effectiveness of the counselling sessions in enhancing the mental well-being of this particular participant.**

Overall, the Youth Counselling Project served to **enhance the mental well-being, coping mechanisms and resilience of the young individuals** participating in the counselling sessions. The increase in average well-being scores from pre-counselling to post-counselling indicates the project's success in **positively impacting the emotional and psychological state of the participants**. Furthermore, **more than half of the participants completed their sessions**, demonstrating their **commitment and engagement**.

The project continues to primarily attract male participants, with a significantly lower representation of females. The primary reason for this may be that the majority of our counselling clients are unaccompanied minor asylum seekers, who tend to be male. Still, there continues to be a need to further investigate the causes underlying the gender imbalance between participants in the programme and implement strategies to ensure **equal access**.

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, particularly those who have experienced trauma, loneliness and stress as a result of their asylum status and journey.





## Case study 5



Hamid, NCG Volunteer

I'm really proud to share my experience as a volunteer with **New Citizens Gateway; a place that's become like a second home to me.** I came to the UK as a refugee, and like many others, I arrived with uncertainty, hope, and the desire to rebuild my life. One of the first things I wanted to do was give back, to say thank you, and to make a difference for others who are also trying to find their way.

That's how I found New Citizen's Gateway. Volunteering with them has not only allowed me to support others, but it has also helped me. I've learned so much about the UK system, developed new skills, and grown in confidence. It's been eye-opening and incredibly empowering.

One of the things I really admire about NCG is that they actively **encourage refugees to volunteer.** In many countries, this kind of opportunity doesn't exist. But here, we're given the chance to contribute, to feel part of something, and to build a future, not just for ourselves, but for our communities.

At NCG, I've volunteered in many different ways. I support **youth football**, helping young people **build confidence and enjoy sport.**

**I interpret in four languages**, helping others feel understood and supported. I've been involved in **Iftar events, clothes distribution, and celebrating cultural festivals;** all moments that bring people together and create belonging.

What's even more special is that this journey isn't just mine, it's become a **family journey.** **My sister also volunteered with NCG, which led to a sessional job with the organisation,** and now she's **at university studying mechanical engineering.** **My mother** is also part of this story; she volunteers at the **NCG Women's Group and Allotment Project**, connecting with others and growing in confidence.

But I'm just one part of a bigger picture. NCG has many volunteers; many of us from refugee or migrant backgrounds who teach English, help people write their first CVs, attend appointments, prepare events, or simply sit and listen. **Every single role matters.**

**We are a team of many languages, many stories, and one shared belief: that people deserve dignity, hope, and someone to walk beside them.**

We sometimes call ourselves "**community superpowers**", not because we're perfect, but because together, our kindness, persistence, and unity create something extraordinary.

So, on behalf of myself and all the volunteers at NCG:  
**We are here.**  
**We are proud.**  
**And we are superpowered by compassion, by community, and by each other.**  
Thank you.





# Youth Well-being Project

During the period 2024-2025, the NCG Youth Wellbeing Project offered a wide variety of opportunities to support the well-being of refugee and asylum-seeking young people, particularly those who have experienced **mental health challenges, trauma, and isolation**. The project aims to **enhance the overall health and well-being** of these young individuals by providing spaces for **community building, enhancing confidence, and integration into the local community**. Through various activities, such as **weekly youth clubs, one-to-one counselling, football, ESOL classes, youth volunteering opportunities, youth outings, tailored psychoeducational sessions and school holiday activities**, the project aims to **empower young people, build their confidence, and help them realise their full potential**.

Over the past year, the Youth Wellbeing Project has expanded its services and tailored built on activities based on feedback from young people. During the reporting period from April 2024 to March 2025, the project served over **180 young people** and received **144 new referrals**. A total of **227 different sessions** were delivered, with a combined attendance of **over 1,949**. To assess the impact of the project, four evaluation surveys were conducted at the end of each quarter, in June 2024, September 2024, January 2025 and March 2025, which were sent to all active young people on the project.

## Evaluation Methods for the Youth Wellbeing Project

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

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

- **The quarterly Youth Satisfaction Survey** (Annex 8-sent to all active young people every 3 months - June 2024; September 2024, January 2025, March 2025).
- **6-week Psychoeducation course pre- and post-assessments** combining reported satisfaction, knowledge enhancement and wellbeing for Barnet and Southgate College Wood Street (November and December 2024) and Colindale (February and March 2025) Campuses.
- **Workshop Feedback Surveys** - Brook Sexual Health Workshop series (April 2024).
- Feedback made during activities to staff members (from case studies and service development).

- **Staff observations during activities** (form case studies and service development).
- **Face-to-face feedback**, young person feedback sessions, and reflective meetings (July 2024 and January 2025,) and feedback/debriefings following youth volunteering sessions during school holidays.
- **Staff reflection and self-reflection** after each youth club session and other activities.
- **The Warwick Edinburgh Mental Wellbeing Scale (SWEMWS)** for involvement in all youth activities on the project; requested at point of referral and subsequently, and 6-12 months later.
- **The Warwick Edinburgh Mental Wellbeing Scale (SWEMWS)** for involvement in **NCG Youth counselling**; requested at the start and end of the 12 sessions of counselling.

The main regular method of youth evaluation is the **quarterly** youth satisfaction survey. This is completed by all **active young people** on the programme every 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** have the young people **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 **wellbeing**, linked to involvement in the NCG Youth activities.
- Their self-reported improvement in their **communication and socialisation**, linked to involvement in the NCG Youth activities.
- Their self-reported improvement in their **English language skills**, linked to involvement in the NCG Youth activities.
- Any feedback on **what they do not like** about the NCG Youth activities.
- Any feedback or suggestions on **how the NCG Youth team and/or activities could improve.**

During the past year, of the **101** young people who responded to our survey, **82% were male, and 18% were female.** In terms of age distribution, **16% of responders were aged between 12-15 years, 61% 16-18 years, and 23 % were 19+.** An overwhelming **95.3% 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 English language skills.**

Furthermore, **94%** of respondents indicated that being part of the project's youth club had improved their **overall physical and mental well-being**, by giving a rating of 3, 4 or 5/5 to the survey question. 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.**



## 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 Wellbeing Scale showed **reduced stress and anxiety, improved life satisfaction, and a decrease in fears of isolation among most participants.**

## Building community

The project has successfully engaged young people and enhanced a sense of community, as evidenced by their high and regular attendance at weekly activities such as ESOL classes, youth clubs, outings and football. Regular activities have continued to attract consistently **high attendance** among diverse communities of young refugees and asylum seekers, indicating **interest, engagement and familiarity**. The high demand for additional activities and long distances travelled to access our community spaces further highlights the success of the programme in **engaging young people and enhancing their sense of community.**

## Enhanced confidence and learning

Observations from staff and volunteers have shown that young people have developed **improved communication, confidence and leadership skills** through their participation in the Youth Wellbeing Project. Young people who attend regularly are much more likely to form **long-lasting bonds with their peers** and to even **initiate or lead activities for themselves**. For example, with the Youth Volunteering project, where young people aged 15+ support our team to run kids' **activities in hotels**, young people have given positive feedback on making an impact on their community. Teachers involved in the ESOL classes also noted **ongoing improvements in students' English language reading and writing abilities**. In addition, following our **6-week psychoeducation courses in Barnet and Southgate Colleges in Wood Street and Colindale**, more than **90%** of participants reported **satisfaction** with the learning provided. Comments from young people about the course included: *"It is very important for young people like us to have an opportunity to learn the new culture and get integrated into the society"*

- They are fun, I have a **great time: 73%**
- I felt **happier** after joining the activities: **24%**
- I made **new friends: 33%**
- I feel **less alone: 11%**
- I learned **new things: 30%**
- I improved my **English: 30%**
- I did not enjoy the activities: 5%
- I expected more activities: 8%
- I gained **professional skills: 3%**
- I made a **positive impact on the community: 1%**
- I improved my **football: 1%**



## Mechanisms of Change

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



### Young Person's testimonial:

*'I feel the love from every employee there and this comforts me as I am far from my family, my mother and my brothers whom I miss and all the employees or volunteers have humanity beyond limits and are friendly and focus on the youth and educating them and the activities that motivate the person to life. Thank you very much for your efforts'*

In conclusion, the Youth Wellbeing Project has made significant strides in supporting the well-being of refugee and asylum-seeking young people. Through a range of tailored and co-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 development** among the participants. The **dedication and efforts** of our Youth Team Staff and Volunteers, as well as **long-standing partnerships** with other youth-led organisations, have been vital in our continuous efforts to make an impact.





## Case study 6

AU is a **17-year-old unaccompanied young person from Ethiopia** who arrived in the UK this year and was referred to NCG Youth by his foster carer in April 2024. As he began attending NCG activities, staff observed **AU's English level improve consistently**. Even though there were language barriers at the beginning, AU engaged enthusiastically in all activities.

As he became more confident in his **communication skills**, he relied less on phone translating applications to express his meaning.

AU mentioned to staff that when he is around our youth leaders in NCG activities, **'he feels happy'**. He has **made friends** in the youth club and is **warm and welcoming towards new members**. He has also met other Oromo speakers in football, making him feel closer to home while at the same time striving to make a new life in the U.K.

AU participates in a range of activities available to him, including **youth club, football, ESOL, and drama rehearsals**.

He also contributed to a **short film** we made together with **the Roundhouse and Rainbow Collective**, and his performance in our collaborative theatre production with **Chickenshed**, where he was a lead member of the cast and he performed in front of an audience of **100+ people at our Refugee Week event in 2024**. In both cases, AU sang in his native language, Oromo, with **confidence and enthusiasm**.

Recently, AU confessed to staff that he has lost contact with his siblings back home, and **staff referred him to the British Red Cross Missing Links programme**. In a recent Youth Club session, he also said, ***'At home, I feel tension. When I come here, I am very happy. I practice English. Staff here are like my brothers and sisters. When the Home Office asks me if I have brothers and sisters, I said I have my brothers and sisters back home, but also here.'***

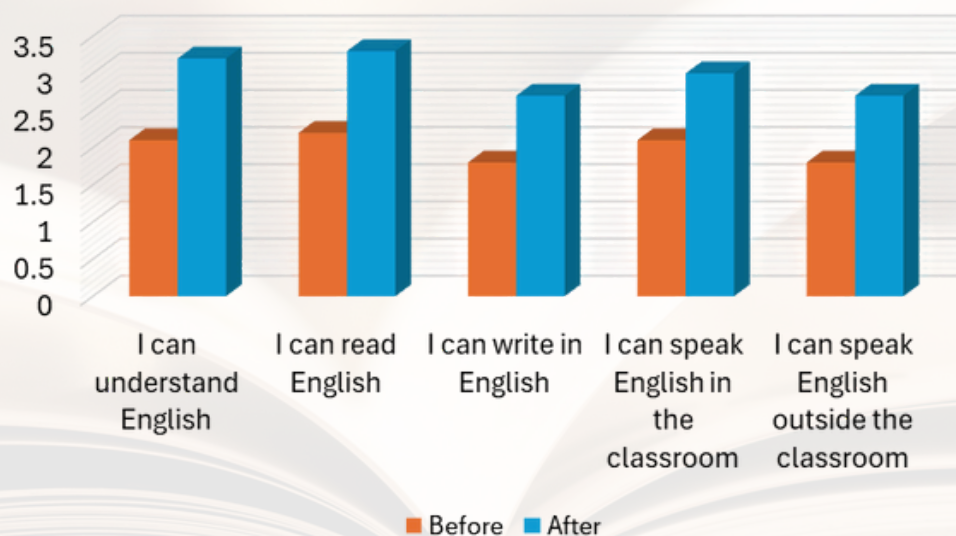
# ESOL Project

Over the past year, NCG continued to deliver **inclusive ESOL provision** to learners from a **wide range of backgrounds, nationalities**, and locations **across the UK**. We experienced a notable **increase in referrals** from both organisations and individuals, reflecting the growing demand for English language support. In response, learners were offered one session per week either online or in person, in line with Barnet term dates, to ensure **fair and consistent access for all**.

Between April 2024 and the end of March 2025, we delivered a total of **13 informal ESOL classes**, covering ESOL levels from **Pre-Entry to Level 1**. Throughout the year, **258** students benefitted our ESOL course, however we received a total of **463 referrals** and followed up with all of them. **Six face-to-face classes** were held at various Entry levels, including one focused specifically on literacy. **In total, 115 learners attended our in-person provision last year.**

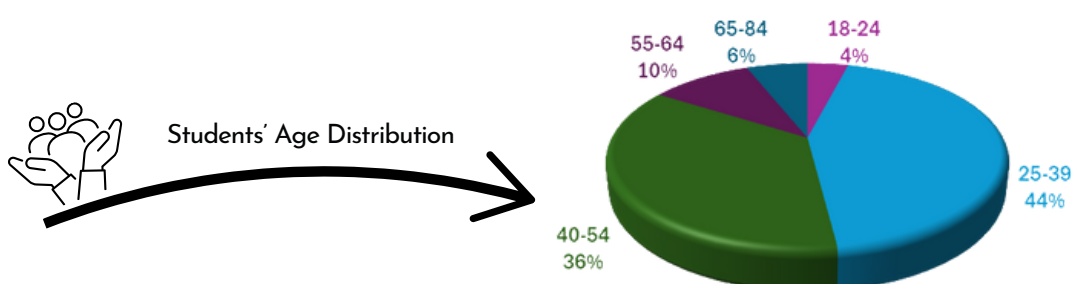
Alongside this, **seven online classes** were delivered via Zoom, covering **Entry Level 1 to Level 1 (advanced level)**. These sessions were led by a team of **7 supportive volunteer tutors** with class sizes comparable to our face-to-face provision, ranging from 8 to 12 participants. **In total, 143 learners benefited from our online learning provision.**

### Students' Progress Chart



Annex 9

**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.**





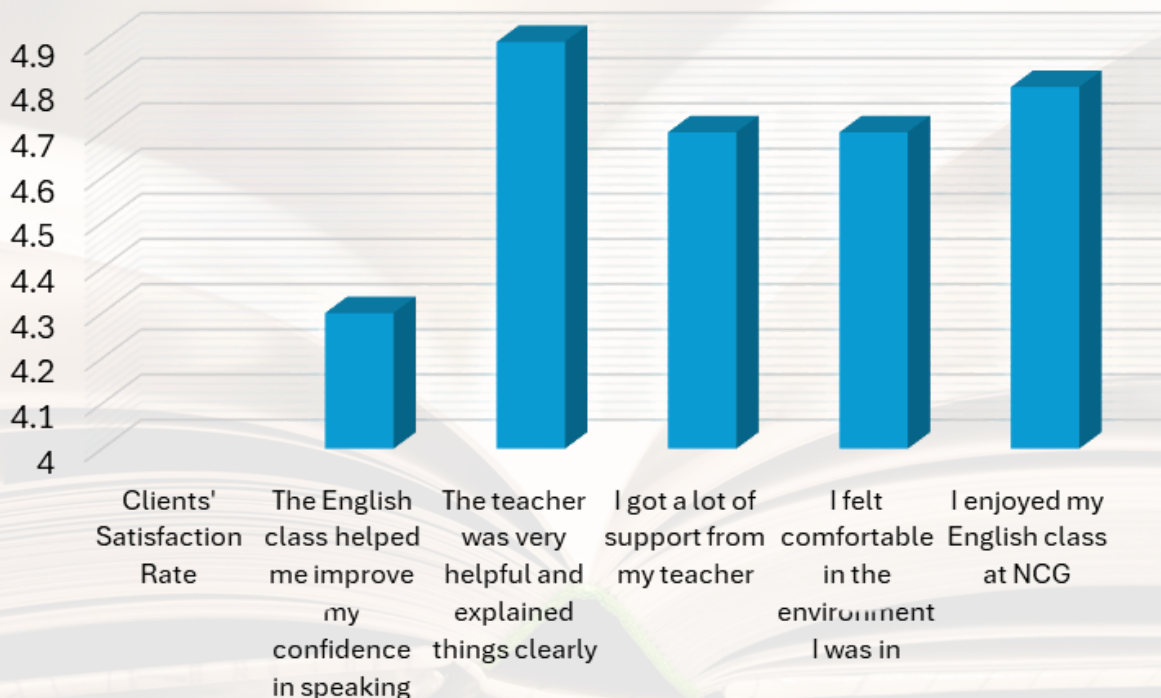
# ESOL Satisfaction Survey

To measure learner outcomes, **50 regular attendees** completed two self-assessment forms (Annex 10), one at the start of their course and another after five to six months. The results of the impact evaluation demonstrated clear progress in key language areas. Specifically, **64%** of learners reported improvement in **speaking and listening**, **66% in reading**, and **54% in writing**. Furthermore, **54%** noted increased confidence in **using English in everyday situations**.

The same group of 50 learners along with 10 more students also completed a satisfaction survey to provide feedback on their overall learning experience. Results were highly positive, **96%** expressed satisfaction with the **quality of teaching**, **94%** highlighted the **supportive and encouraging learning environment**, and **98%** found **teaching techniques clear and effective**.

This approach to evaluating progress and collecting feedback was also extended to two additional ESOL groups, the Moms and Tots ESOL class and the accredited ESOL Trinity course. Learners in both groups reported positive outcomes in terms of progress and satisfaction. Further details on these groups are provided in the following section.

## Clients' Satisfaction Rate



Annex 10



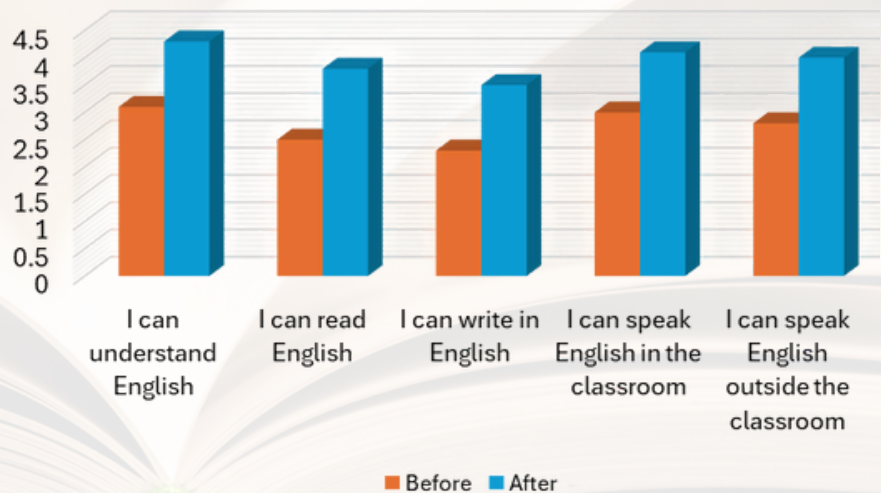
# Trinity College

Each year, NCG successfully delivers structured ESOL provision to students aiming to earn the **Trinity certificate at various Entry levels**. This year, we were pleased to offer **two courses**, giving learners the opportunity to benefit from a **well-organised English syllabus based on the National Standard ESOL Core Curriculum**.

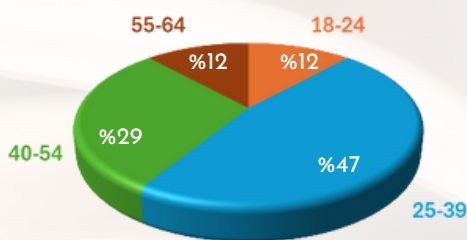
Throughout the two courses, **18 participants** each completed **100 hours of hybrid learning** per course to prepare for the Trinity exams. Held during term time, the courses enabled students to take **reading exams at Entry Levels 1, 2, and 3 in July and December**. **Two of the learners** were given the opportunity to complete both courses, which allowed them to further develop their skills, earn two Entry 3 certificates, and successfully enter employment.

Initial assessments were performed at the beginning of each course to determine each learner's Entry level, with progress continuously monitored throughout the course to ensure exam readiness. **All students who took the Trinity exams passed with Merit or Distinction, incredibly resulting in a 100% pass rate, a clear reflection of both effective teaching and student commitment**. Impact evaluations allowed students to assess their own progress, and based on completed forms, **94%** reported measurable improvement. End-of-course surveys also showed high levels of satisfaction with the learning environment, teaching quality, and language improvement.

Students' Progress Chart



Annex 9



Students' Age Distribution

## Clients' Satisfaction Rate

- The English class helped me improve my confidence in speaking: **84%**
- The teacher was very helpful and explained things clearly: **98%**
- I got a lot of support from my teacher: **98%**
- I felt comfortable in the environment I was in: **96%**
- I enjoyed my English class at NCG: **96%**

Annex 10

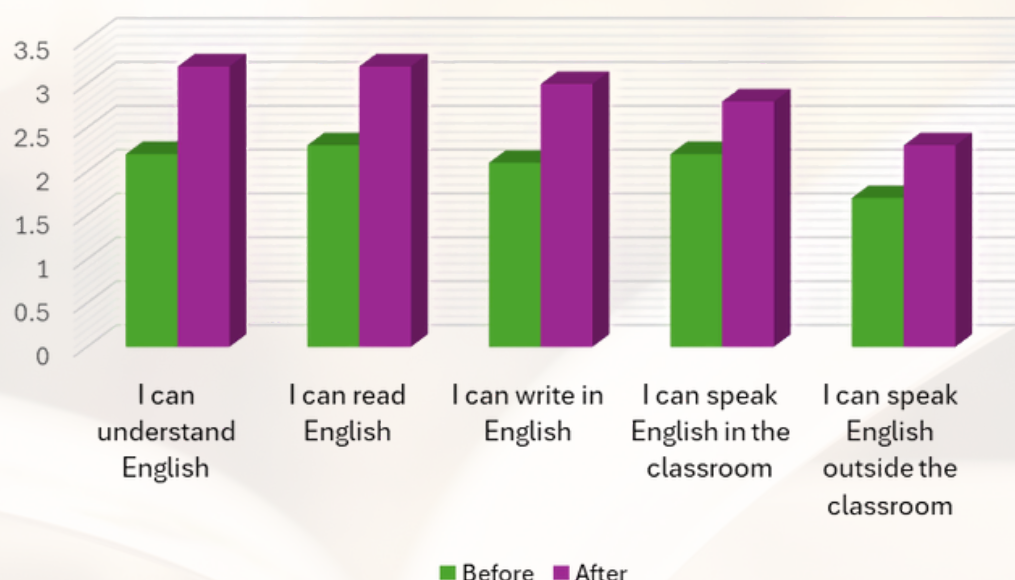


# Mums' and Tots' ESOL Classes

The Mums and Tots ESOL programme, facilitated by New Citizens' Gateway in partnership with **The Hyde Children's Centre**, aimed to provide Pre-Entry level English language to asylum seeker and refugee women. This initiative was designed **to support mothers in developing essential language skills while ensuring their preschool-aged children were cared for in a safe and engaging crèche environment.**

Over the past year, **14 mothers** participated in weekly two-hour sessions held on Friday mornings during term time. To assess the programme's effectiveness, 10 regular attendees completed self-assessment evaluations (Annex 9) at the commencement of the course and again after six months.

### Students' Progress Chart



These assessments enabled participants to **reflect on their progress** and the results indicated measurable improvements across all four language skills. Moreover, a satisfaction survey completed with the same group revealed **high levels of approval regarding the learning experience, environment and teaching quality.**

## Clients' Satisfaction Rate:

(Annex 10)

- The English class helped me **improve my confidence in speaking: 72%**
- The **teacher** was very helpful and **explained things clearly: 88%**
- I got a lot of **support from my teacher: 90%**
- I felt **comfortable** in the environment I was in: **90%**
- I **enjoyed my English class** at NCG: **96%**

## Case study 7

A recently reunited refugee family from Kuwait sought support in **accessing education for their deaf child**, who had been excluded from schooling due to their stateless status as Kuwaiti Bedoon. The child had received no formal education or specialist support prior to arriving in the UK, but was eager to learn and integrate into a school environment. The family needed help navigating the **complex Education, Health and Care (EHC) assessment process** and addressing concerns raised by the local authority around school attendance.

Support was provided at every stage; from **completing and submitting the EHC Needs Assessment form** to **advising the parent during communications with the local authority**. **Arabic interpretation** was offered during key meetings, including a **Children Missing Education (CME) meeting**, where it was clarified that the parent had not refused any school offers, but rather that schools had been unable to meet the child's needs. **A health assessment was arranged and the report shared with the SEND team.**

The child has since been offered a school place and is currently receiving **one-to-one sign language lessons at home** while awaiting a suitable placement. The parents were also encouraged and supported to begin learning sign language themselves, **with free training signposted to help strengthen communication within the family**. The child is now engaged, happy, and making progress in preparation for school.





## Case study 8

### Journey and Challenges

M is a **31-year-old qualified surgeon from Libya**. He fled Libya due to escalating threats from armed groups and militias targeting medical professionals and civilians. The environment was marked by **instability, harassment, and life-threatening risks**.

M applied for asylum in the UK and was housed in one of the hotels in Barnet. He was referred to the program by the **NCG outreach advisor** at the hotel and as soon as he got his decision he applied for the OET program. M always expressed **a strong desire to resume his profession as a neurosurgeon**, a field in which he holds **significant expertise, including frontline experience during the Libyan revolution**.

Despite his qualifications, he encountered immediate barriers to re-entering the workforce. Even when wanting to volunteer in the NHS, he was advised that completing the OET was a prerequisite.

He is now preparing not only for the OET, but also for his **MRCS (Membership of the Royal College of Surgeons)** exams concurrently.

*"I know what I want to do and I know I have to work very hard to achieve it, and all I need is some support from programs such as this one to help me achieve my goal. I can't wait to get back to work and do what I love, inshAllah." M*



# Volunteering Programme

The NCG Volunteering Programme continues to be a cornerstone of our **holistic support model**, empowering individuals from refugee and asylum-seeking backgrounds to work alongside native English-speaking volunteers, **contributing meaningfully to their communities while building confidence, skills, and social networks.**

Between April 2024 and March 2025, **102** individuals engaged with our volunteering programme. Of these, **76 were regularly active**, supporting a wide range of services and projects across the organisation.

This year's volunteer team represented over **22 languages** and brought with them a wealth of lived experience and diverse skills. Their contributions were vital to the success of our **ESOL classes, advice and outreach work in asylum hotels, the Mums and Toddlers Group, counselling, youth and women's services, gardening sessions, community events, and more.** Volunteers also provided essential multilingual support, interpreted for clients, facilitated workshops, delivered food and gift parcels, and supported NCG's service evaluations.



Over the course of the year, our volunteers contributed a total of **3,030.1 hours**, the equivalent of over **1.5 paid staff members**; a testament to their commitment and the value they bring to the organisation.

## Impact on Volunteers

Our volunteering programme remained a powerful pathway to **integration, skill-building, and employment**:

**11 refugee volunteers transitioned into paid employment, including 3 roles within NCG.** All volunteers received **Safeguarding Level 1 training.**

Many participated in upskilling activities, including five completed **Level 2 Teaching Assistant Diplomas**, two completed **Food Safety training**, 1 completed the **SRA course**, and one gained **diplomas in Child Psychology, CBT, and Dyslexia.**

## Awareness

Volunteers also played key roles in **leading and supporting campaigns**, including our **'Hear Our Voices' listening campaign, the Travel Campaign, and Refugee Week**, where several shared personal stories of **resilience and growth.** **One volunteer, a refugee doctor, mentored nine other refugee medical professionals**, providing peer guidance and encouragement. Peer mentoring has grown significantly this year. Senior volunteers supported newcomers with **safeguarding, IT navigation, and role preparation.**



## Volunteer Wellbeing and Community Building

Our approach recognised the complex needs of our volunteers. **We introduced a tailor-made English support class to boost communication skills**, especially for those aiming to transition into employment. **Emotional well-being** was supported with flexibility in roles and opportunities for social connection, such as the **annual Volunteer Awards Ceremony**, where refugee speakers shared how volunteering had transformed their **confidence and career prospects**.



### Volunteer's testimonial:

*Together, we are a team of many languages, many backgrounds, and many stories. Some of us were once newcomers ourselves. Others joined because we saw the need and wanted to be part of something meaningful. But no matter where we came from, we all believe in one thing: people deserve dignity, hope, and someone to walk alongside them.*

*The best aspect of my volunteering at NCG was the opportunity to support our clients during their asylum journey in the UK. Being able to offer help and guidance during such a critical time in their lives was incredibly meaningful. I also appreciated the convenient training provided, which helped me develop valuable problem-solving skills. Overall, the experience not only allowed me to grow personally and professionally, but it also played a key role in helping me secure a job afterwards.*



## Clients' Satisfaction Rate

(Annex 11)-From 1 (least) to 10 (most)

How satisfied did you feel after you started volunteering with us **9.2**

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 **9.6**

Please rate the support you received from management **9.5**

How would you rate your overall experience at NCG **9.6**

**Average Rate  
of  
Satisfaction:**

**9.3**



# Gardening Project

This year, our Ecotherapy initiative, Sowing Seeds, continued to offer a valuable opportunity for refugees and asylum seekers to engage in **positive outdoor activities that supported both their mental and physical well-being**. Through this project, participants found a **welcoming space to reconnect with nature, rediscover familiar practices from their home countries, and promote personal growth**.

Between April 2024 and October 2024, we delivered **41 vibrant gardening sessions**, alongside **28 garden-based cooking sessions**. A total of **143 individuals** took part, with **36 participants attending regularly**. The project provided an important opportunity for participants, especially asylum seekers, many of whom had been spending much of their time isolated in their rooms, to come outdoors, connect with others, and **find renewed energy through shared, hands-on activities**.

To measure the impact of this work, we invited a random sample of 18 participants, each having attended **at least 6 sessions**, to complete a detailed evaluation questionnaire (Annex 12).

The results were overwhelmingly positive. Participants reported **improvements in mood, significant reductions in feelings of stress and depression, and a greater sense of community and belonging**.

*'I like the flowers and their smell; the shed we have, and the food we make together. For us as refugees, this garden is like a treatment for our wounded heart. We have learnt a lot about gardening tools, seeds, types of vegetables and fertilizers. Every session of gardening is like a therapy for us.'*

*"Coming to the garden helped me to overcome the problems I have, and saved not only my life but my family's life. When I come and engage, I forget everything.*

*In the garden, I watch the vegetables grow as if I am raising a child.*

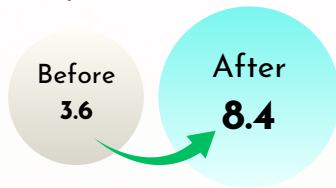
*I speak to the flowers, and in their growth, I find my own healing.*

*As a woman who lives alone and has faced many hardships, the garden has become my refuge. Every time I touch the soil, pick a cucumber from the plot, or see a flower bloom, it reminds me that life can start again, even after pain."*

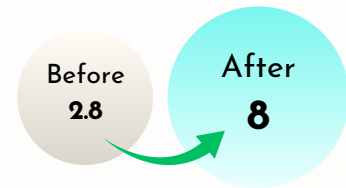




1. Opportunity to talk to someone when I feel low:



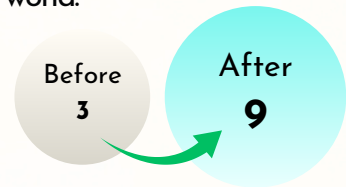
2. Level of isolation:



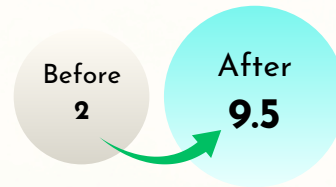
3. Involvement in the community:



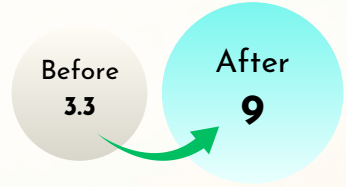
4. Chance to meet new people from different parts of the world:



5. Access to a community garden/allotment environment:



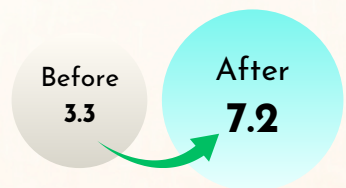
6. Level of enjoyment meeting others:



7. How would you rate your mental well-being? (Happiness, Socialising, Optimism)



8. How would you rate your physical health:



In conclusion, the Sowing Seeds gardening project under our Ecotherapy programme has had a transformative effect on those involved. By creating a nurturing and inclusive environment, we helped individuals take important steps towards **healing, integration, and building resilience**. The positive feedback collected is a powerful testament to the essential role that nature-based activities can play in supporting the well-being of refugees and asylum seekers as they rebuild their lives.

### Clients' Satisfaction:

- How much do you rate the **facilities** we have at the allotment? **9.1**
- How much do you rate the **proficiency of the volunteer gardener**? **7.9**

# Jasmine Women's Group

This year marked another vibrant and rewarding chapter for the **NCG Jasmine Women's Group**. More women than ever took part, reflecting the growing strength and appeal of the programme. Participants enjoyed a wide range of activities, including **group outings, baking sessions, arts and crafts, mental health and wellbeing workshops, yoga classes, and health-focused discussions.**

Between April 2024 and March 2025, **96** women representing **14** different nationalities engaged across **38** sessions. To better understand the impact of the group, a survey (Annex 13) was carried out with **25** randomly selected members. This pre and post assessment measured changes in participants' **well-being over 9 months of consistent involvement.**

The results demonstrate that the Jasmine Women's Group continues to offer a much-needed **safe space where refugee women can connect, build resilience, and get better. The tailored workshops and activities have contributed meaningfully to improving participants' emotional well-being, social connections, and personal growth.**

## Service Impact Measurement

There is somebody I can talk to when I feel low. I feel less isolated and more involved in the community

Before  
**3**

After  
**8**

I have met many new people from different parts of the world and enjoy being with others

Before  
**3**

After  
**8**

Socialising with others and sharing my culture with others made me feel good and happy

Before  
**3**

After  
**8**

Overall, the evaluation highlights the lasting value of the group in helping refugee **women feel empowered, included, and better equipped to navigate life in their new community.**

From 1 to 10, how much do you rate the usefulness of the talk/workshops



From 1 to 10, how much do you think the activities were therapeutic, informative and useful for you



**"Even far from home, I am not alone."**





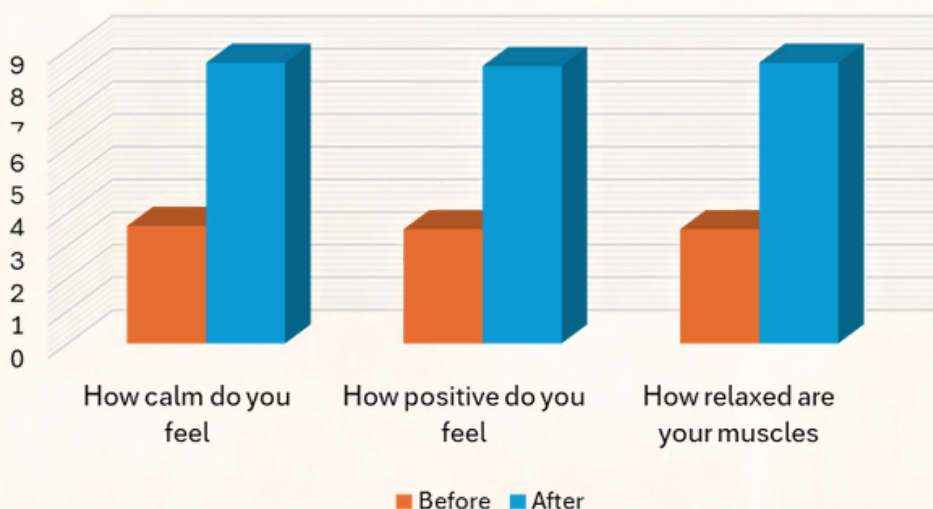
# Yoga Sessions

At NCG, we recognise that the journey of resettlement can bring significant mental health challenges for refugees. In response, we delivered a series of **15** yoga sessions throughout 2024-2025, aimed to **promote mental resilience, emotional wellbeing, and a renewed sense of empowerment.**

Over the year, **15** yoga sessions were held, bringing in an average of **20 to 25 participants each time.** These inclusive sessions offered a space for individuals to **relax, reconnect with their bodies, and experience a sense of calm amidst the stresses of rebuilding their lives.** Special adaptations such as chair yoga, ensured that participants with limited mobility were also able to take part fully.

To better understand the impact of the sessions, we carried out a structured evaluation, using pre and post session questionnaires (Annex 14) completed by **25** regular attendees who participated in at least six classes. The feedback highlighted **noticeable improvements in feelings of calmness, positivity, and relaxation, and high satisfaction with the instructor's ability to adapt movements to meet everyone's needs.**

### Clients' Progress Chart



**325**  
overall  
participation

*"I came feeling broken and anxious, but slowly, I am finding peace again. I am so thankful to NCG for making this possible for people like me."*

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.**

*"I have problems with my knees and thought yoga would be impossible for me. But with chair yoga, I can join every session without pain. It makes me feel included, strong, and not left behind."*

Clients' Age Distribution

40-54  
**%37**

55-64  
**%72**

65-84  
**%72**

# Annex 1: **Advice** Satisfaction Survey

Your Name (optional):

Date:

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

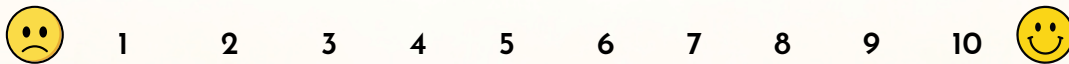
Gender: Female ☐ Male ☐ Nationality \_\_\_\_\_

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

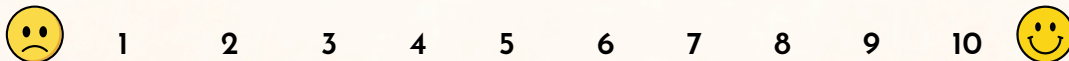
1. Which Service did we help you with?

- ☐ Welfare Benefit/UC   ☐ Housing/Homelessness   ☐ Council Tax  
☐ Disability Related benefit   ☐ School /Registration   ☐ Other\_\_\_\_\_

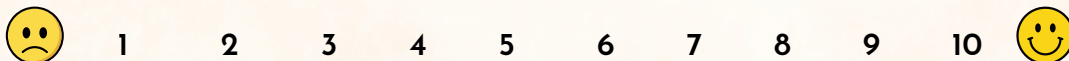
2. How easy was it for you to access our advice service?



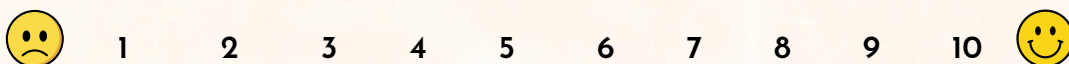
3. Do you feel your enquiry has been dealt with?



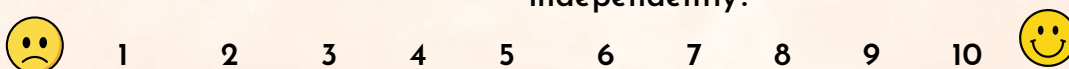
4. Did you feel you had the support and understanding of our advisers?



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<br>(PHQ – 9)                                                                                                                                         |                                                           |                                                       |                                                            |                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------|------------------|
| Over the <u>last 2 weeks</u> , how often have you been bothered.<br>By any of these following problems?<br>(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                |
| <p>FOR OFFICE CODING ____0____ + ____ + ____ + ____<br/>=Total Score: ____</p>                                                                                                        |                                                           |                                                       |                                                            |                  |
| <p>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?</p> |                                                           |                                                       |                                                            |                  |
| <p>Not difficult at all</p> <p><input type="checkbox"/></p>                                                                                                                           | <p>Somewhat difficult</p> <p><input type="checkbox"/></p> | <p>Very difficult</p> <p><input type="checkbox"/></p> | <p>Extremely difficult</p> <p><input type="checkbox"/></p> |                  |

## Annex 3: **GAD 7** (Pre & Post)

| GAD - 7                                                                                                                                       |            |              |                        |                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------|------------------------|------------------|
| Over the <u>last 2 weeks</u> , how often have you been bothered.<br>By any of these following problems?<br>(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                |
| <p>FOR OFFICE CODING    <u>  0  </u> + <u>      </u> + <u>      </u> + <u>      </u><br/>=Total Score: <u>      </u></p>                      |            |              |                        |                  |



## Annex 4: Counselling Service Satisfaction Survey

Your Name (optional):

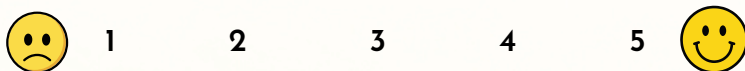
Date:

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

Gender: Female ☐ Male ☐ Nationality \_\_\_\_\_

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

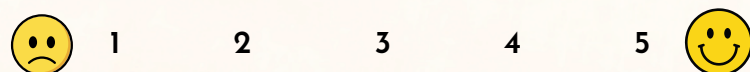
1. How easy was it for you to access our service?



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



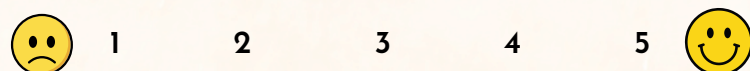
3. Do you think using our services improved your overall wellbeing?



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



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



6. Any comments?

.....

.....

# Annex 5 & 6: **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.

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## Annex 7: 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<br>OF<br>THE<br>TIME | RARELY | SOME<br>OF<br>THE<br>TIME | OFTEN | ALL OF THE<br>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 8: 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 9: 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 10: 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 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 Evaluation & Satisfaction Survey (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 Evaluation & Satisfaction Survey (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.<br>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 & Satisfaction Survey (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.

.....

.....

.....