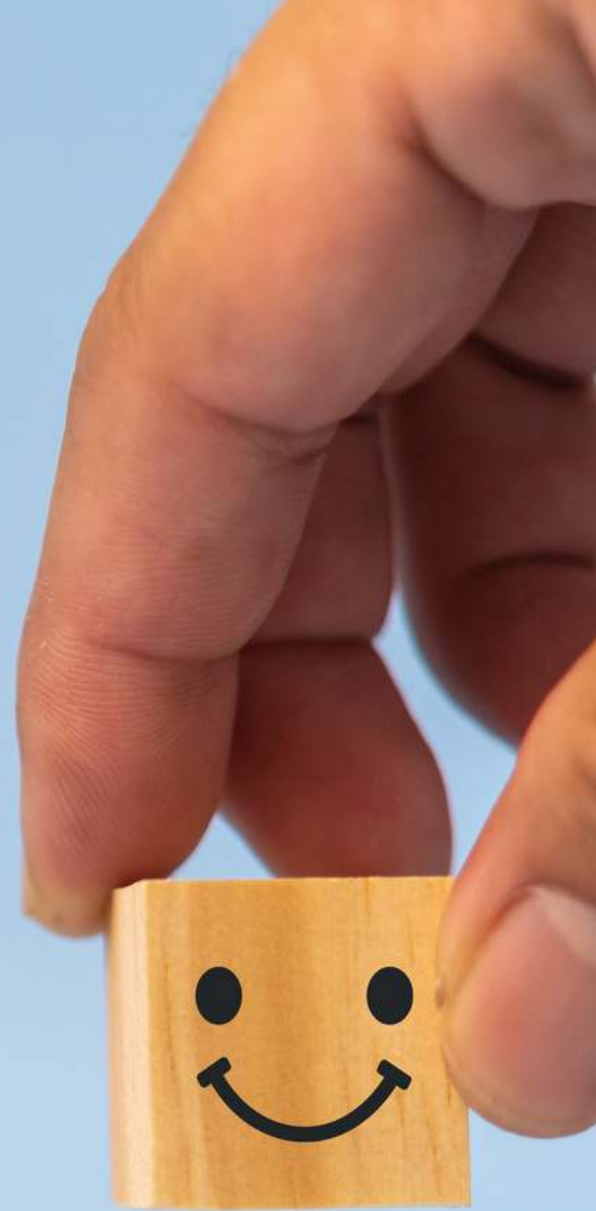




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ANNUAL EVALUATION REPORT

April 2025 - March 2026

Table of Contents

Introduction	1
About Our Clients	1
Monitoring, Evaluation and Impact Measurement	2-3
Holistic Model Activities	4
Advice & Outreach Support Services	4
Case Study 1	5
Contingency Hotels Outreach Initiatives	6
Advice & Enquiry Category.....	6-7
Case Study 2.....	8
Health & Well-being Navigator Service.....	9
Bilingual Counselling Project	10-11
Case Studies 3 & 4	12
Talking Therapies Satisfaction Survey	13
NHS Talking Therapies Psycho-educational Workshops Impact and Satisfaction Evaluation.....	14
Talking Therapies Workshops Satisfaction Survey.....	15
Youth Well-Being Project	16-19
ESOL Provision Impact Evaluation Report.....	20-21
Mums & Tots Group.....	22-23
Accredited Trinity Program.....	23-24
Volunteering Program	25
Case Study 5	26
Gardening Project	27-28
Jasmine Women's Group.....	29
Cooking Across Cultures, Building Community.....	30
Bridging Educational Gaps Through Tuition for Refugee Children....	31
OET Programme.....	32
Case Study 6.....	33
Conclusion.....	34
Appendices.....	35-49

Introduction

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. Last year, we assisted over **6,054 individuals**, with over **14,633 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, Enfield and Hackney.

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

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 significant financial hardship. 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

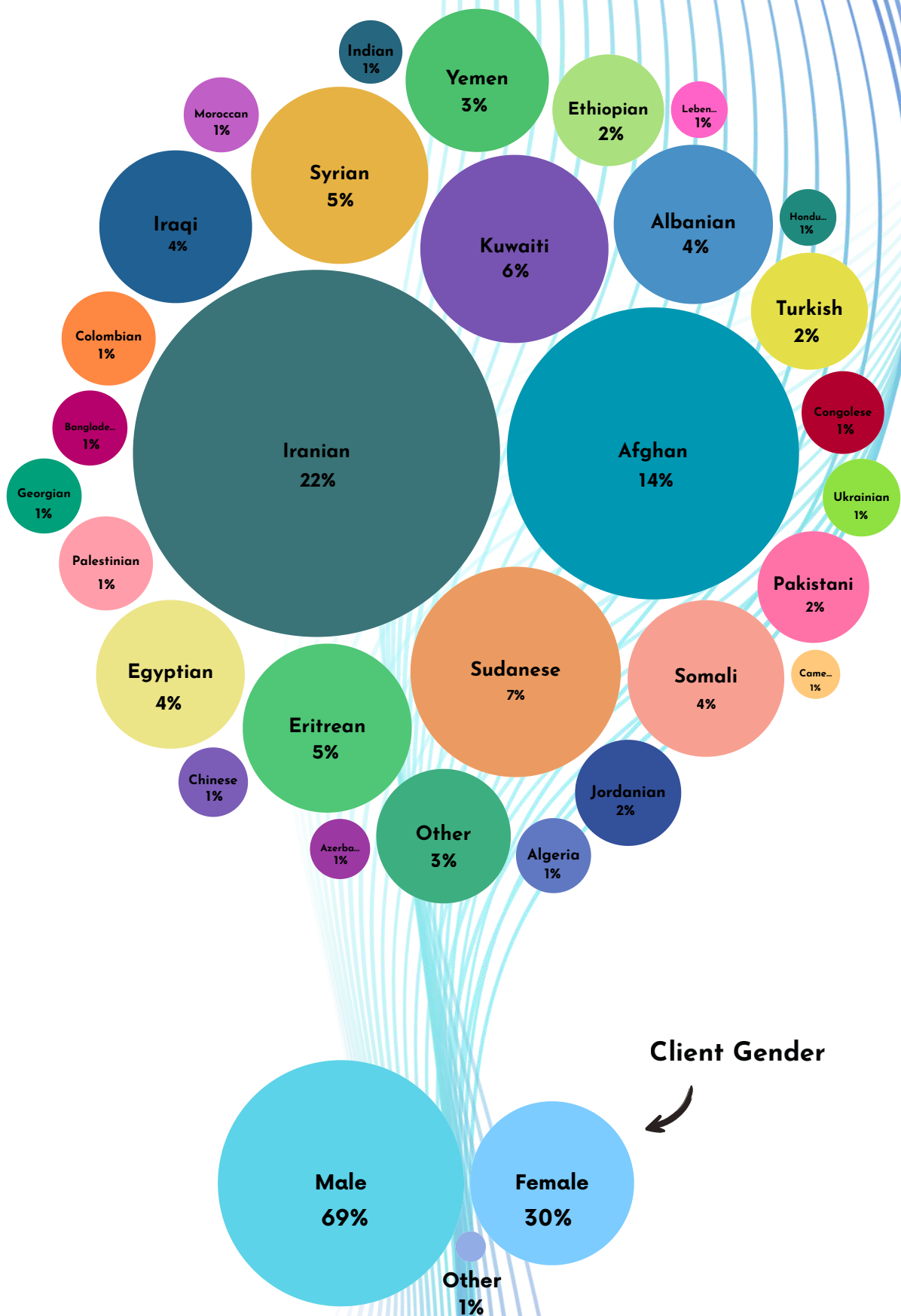
To measure the impact of our work, each project employs an internal evaluation framework that outlines specific aims, outcomes, and outputs with corresponding indicators. Every activity is monitored through a plan that includes monthly and yearly targets, with reporting requirements agreed upon with 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 the Warwick-Edinburgh Mental Well-being Scale**. Additionally, we gather qualitative outcomes through individual interviews, case studies, focus groups, and peer-led evaluations.



Overall Satisfaction
Rate of All Services

Where are our clients from?



Holistic Model Activities

During **2025-2026**, NCG continued to provide essential support to refugees and people seeking asylum through its holistic, person-centred approach. Over the year, we engaged with **6,054** individuals through a range of activities, helping to improve well-being, build confidence, and foster a stronger sense of belonging within the community. Across all services, we recorded more than **14,633** instances of participation, reflecting the breadth and impact of our support.

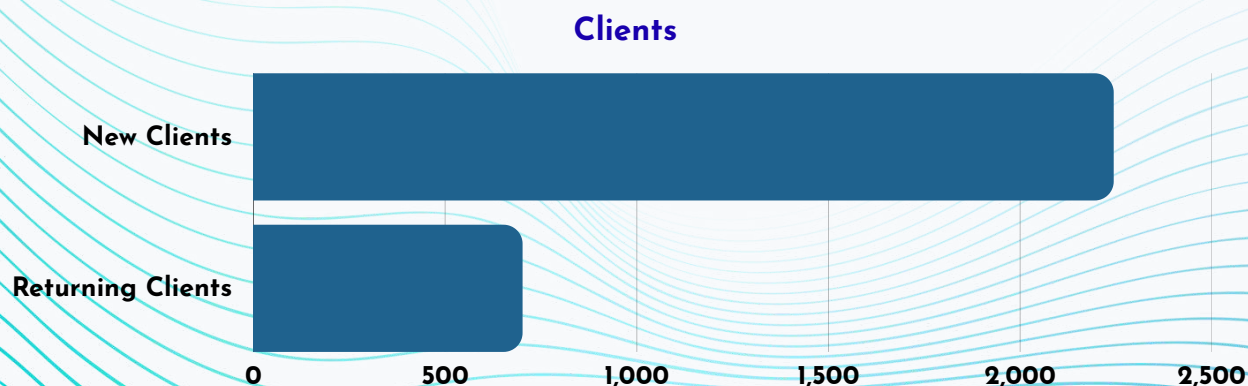
Advice & Outreach Support Services

Throughout the year, our Advice and Outreach services supported over **4,550** individuals, responding to approximately **9,754** enquiries with a total of **20,895** client interactions. Our team remained focused on providing timely, practical, and accessible support, enabling clients to navigate complex legal and welfare benefit systems and access the services they need.

NCG continued to deliver tailored advice and guidance across a wide range of needs, including education, asylum support, housing, immigration, welfare benefits, access to legal advice, donations (such as devices, SIM cards, and clothing), support for new refugees and asylum seekers, ASPEN and ARC card issues, Universal Credit, healthcare cost support (HC2), and health and well-being. We also supported referrals to specialist services, GP registration, and access to healthcare.

During this period, **2,946** clients received one-to-one support, demonstrating the flexibility and responsiveness of our services. In addition, the advice team handled over **4,877** enquiries, resulting in **8,838** client interactions.

The Advice Team supported **2,244** new clients who accessed advice services, significantly expanding our reach within the community, while **702** returning clients from the previous 2 years continued to receive ongoing support.



Case study 1

In January 2026, my family and I moved to London from Manchester after being granted refugee status in the UK. Although we had secured accommodation, we quickly struggled to understand how to manage household finances and essential services.

We soon fell into arrears with gas, electricity, water, and council tax bills, as we did not know how to register or communicate with providers. Our situation became more difficult due to the benefit cap, which placed additional pressure on our limited income.

I contacted NCG, and I was allocated an adviser. She listened to us and very kindly began supporting us and helped us take control of the situation. She contacted utility providers to set up accounts in our names and ask for their advice on arranging affordable repayment plans for our arrears. We also received help applying for local authority grants and guidance on budgeting and reducing expenses. We were referred to local food banks in Barnet for additional support during a difficult period, so she made sure we have something to eat and do not go without food after paying our essential bills and rent.

The NCG adviser also supported us in improving our long-term situation by referring us to the right and helpful organisations to assist with employment. As a result, my husband was helped into employment, which increased our income and lifted the benefit cap. I was also supported to open a bank account, referred to BOOST Barnet for employment support, and joined the NCG Women's Group, which helped me feel more connected and confident.

My husband and I are very thankful for the support we received for NCG adviser. The guidance made a real difference in helping us manage our finances, understand essential services, and improve our overall stability. Both of us appreciate the assistance and the positive impact it has had on our family's situation. Without this support, we would not be able to survive. Thank you very much!



Contingency Hotels Outreach Initiatives

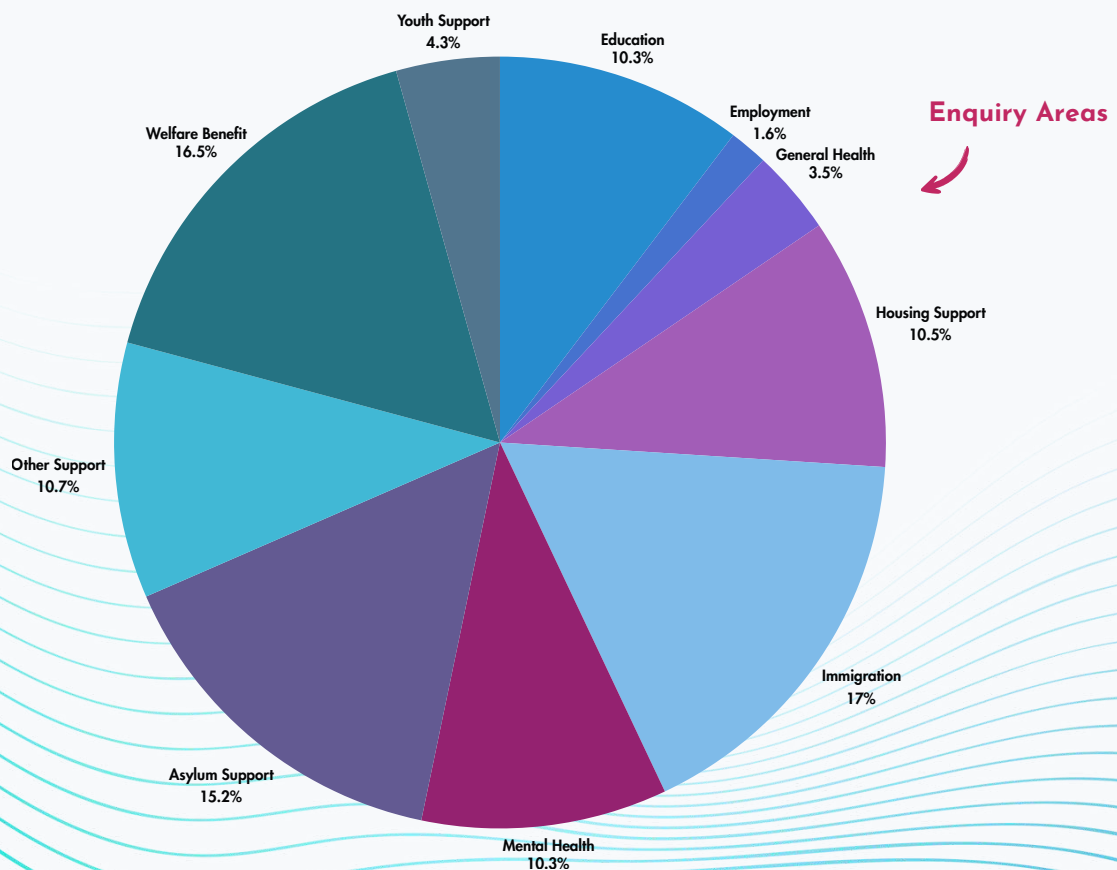
Our Outreach Team maintained a consistent presence in contingency accommodation across Barnet, supporting asylum seekers living in **5** hotels. Through regular on-site sessions in all 5 hotels, we ensured that individuals could access support in a familiar and accessible environment.

Over the year, the team supported **1,605** individuals and responded to **8,034** enquiries with more than **6,420** interactions with clients. This sustained engagement has been vital in reducing isolation and ensuring residents remain connected to key services and information during their time in temporary accommodation.

Clients sought support across a wide range of issues, including understanding their rights and entitlements as new asylum seekers and refugees; resolving ASPEN and ARC card issues; accessing ESOL, education, and school placements; obtaining HC2 certificates; addressing asylum support concerns; and receiving guidance on asylum claims and appeals.

Advice & Enquiry Categories

The enquiries received throughout the year covered a wide range of issues, reflecting the complex and often overlapping challenges faced by our clients. Key areas of support included:

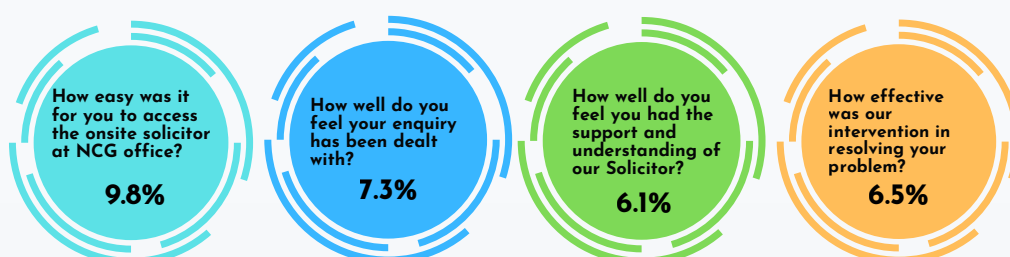


Partnership with Housing Solicitors' Firm

We are deeply grateful to our partner solicitors at Lawstop and Londonium Solicitors for their invaluable support over the past year. Through monthly free legal clinics, they provided immigration, asylum, and housing advice to sanctuary seekers and asylum seekers, helping many access essential legal support, meet appeal deadlines, challenge unsuitable accommodation, and secure safer housing. Collectively, immigration solicitors supported **259** clients, while housing legal services assisted a further **49** clients, making a significant difference to the well-being, safety, and stability of those we serve.

Solicitors Evaluation report

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



Service Evaluation and Client Feedback

To assess the quality and impact of our services, we carried out a client evaluation using a structured questionnaire. The survey explored key areas, including accessibility, staff responsiveness, clarity of information and advice, and the overall quality and effectiveness of the support provided.

A sample of **320** individuals took part in the survey by our volunteer team. (Appendix 1)

Advice Satisfaction Rate

Survey conducted among 121 clients.

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



Age Group



Case study 2

I first approached the NCG outreach worker when I had received my eviction letter from the Home Office and was given a short period to leave the hotel. I was scared of becoming homeless and was struggling to find stable accommodation. I was feeling very uncertain about my situation and needed urgent help. I was not considered a priority need for council housing, and I had no savings to cover a deposit or rent in the private rented sector, which made my options very limited. I have no one in the UK to become my guarantor or lend me money for a deposit.

I explained to the NCG outreach worker that I was finding it difficult to complete applications and understand the housing process on my own. The outreach worker took time to go through my situation with me and explained the available options clearly. I was relieved when I was told about emergency accommodation through Ash-Shahada Housing, which I agreed to be referred to.

With my consent, the adviser helped me complete the housing application online using my phone and submitted all the required documents on my behalf. I was also given information about other housing search platforms, such as SpareRoom, and told I could return for further support if needed.

Just a few days later, I was offered accommodation in Birmingham by Ash-Shahada Housing. After moving in, I contacted my NCG outreach worker to say thank you and that I was settling in well and feeling much more stable. I now have a key worker, and I am focusing on finding employment with the goal of eventually moving into independent accommodation.

I am very grateful for the support I received. It made a real difference to my situation and helped me feel safe again. I sincerely thank the NCG outreach team from the bottom of my heart.



Health & Well-being Navigator Service

With financial support from Barnet Public Health, the Health & Well-being Navigator service at New Citizens' Gateway (NCG) supports refugees, asylum seekers and other vulnerable residents across Barnet to improve their health, reduce health inequalities, and access appropriate health and well-being services.

Between May **2025** and March **2026**, the service provided personalised one-to-one support and community-based interventions to approximately **700** clients. Support included assistance with accessing primary healthcare, mental health and well-being services, social prescribing, and specialist health provision. The service achieved an overall **90%** client satisfaction rate, demonstrating the value of its person-centred, culturally responsive approach.

During the reporting period, the programme delivered a number of targeted health promotion initiatives in partnership with local organisations, including the Substance Misuse Awareness and Support Campaign, the Oral Health Awareness Project and the Quit Smoking Campaign, which achieved a **100%** client satisfaction rate.

Through targeted outreach, strong partnership working and personalised support, the Health & Well-being Navigator service has contributed to improved health awareness, increased uptake of preventative health services, enhanced well-being, and greater community engagement. The programme has empowered individuals to make informed decisions about their health, adopt healthier lifestyles, and access the services and support needed to improve their overall quality of life.



Bilingual Counselling Project

During the **2025-2026** period, the Counselling Team, comprising **22** bilingual counsellors. This inclusive, trauma-informed approach enabled the provision of counselling across a broad 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 services were responsive to clients' cultural contexts and emotional needs.

Service Reach and Referrals

During the reporting period, the service received **256** referrals for individual psychological support. This represents a notable decrease compared to the previous year, primarily due to changes in referral policies and the introduction of referral fees for partner agencies, which created additional barriers to accessing the service.

Despite the reduction in referrals, the service continued to provide essential psychological support to those in need. During the reporting period, **196** clients received support, including **60** clients who were supported under the ICB Talking Therapies one-to-one model. In total, the service delivered **2,118** therapy sessions.

Referral sources were distributed as follows: **43%** from NHS Talking Therapies services, **43%** from other organisations (including NCG), **6%** from General Practitioners (GPs), and **8%** through self-referral. A total of **60** clients were funded through NHS Talking Therapies to receive one-to-one counselling. The service achieved an **82.6%** completion rate and a **17.4%** dropout rate. This is substantially lower than the national dropout rate of **63%** reported by NHS Digital in the **2024-2025** Talking Therapies Annual Report.

Our Drop Out Rates

17.4%

Our Recovery Rate

63.3%

Outcome data gathered using the PHQ-9 (Appendix 2) and GAD-7 (Appendix 3) following **12** counselling sessions showed significant improvements in participants' mental health and well-being. The overall recovery rate was **63%**, exceeding the national NHS Talking Therapies recovery rate of **48.5%** reported for **2024-2025**.

Client Gender



Risk and Complexity

The service continues to support a high proportion of clients presenting with complex and severe psychological needs. Of those referred to NCG, **50 individuals (19.5%)** reported suicidal ideation or a history of suicide attempts, and **20 individuals (7.8%)** disclosed a history of self-harm.

Client Satisfaction

A Counselling Satisfaction Survey (Appendix 4) was conducted with a sample of **90** clients out of **196** who completed treatment. Findings indicate positive outcomes: **85%** of respondents reported satisfaction with the counselling received, **84%** noted a significant improvement in their mental health, and **78%** stated they would recommend the service to friends or family.



Client's testimonial:

"They provide counselling in different languages, which meant I could have sessions in my own language. This was incredibly helpful, as I could attend without an interpreter and felt more comfortable opening up about things I wouldn't normally share. Thank you to the team and my therapist."

Thank you for such a great service.

Case study 3

When I was referred to NCG counselling service, I was struggling a lot with anxiety, fear, and the memories of what I had been through. I found it difficult to trust people or talk openly about my experiences, and I often felt overwhelmed by my emotions. The counselling sessions gave me a safe place where I felt listened to and supported without judgement. My counsellor helped me understand why I was feeling the way I was and showed me ways to manage my stress and anxiety. Over time, I became more comfortable speaking about my fears instead of keeping everything inside. The support I received from NCG helped me feel calmer, more in control of my emotions, and more hopeful about my future. I started to feel safer and more confident in myself again. As I built trust with the service, I also began engaging with other support available through NCG, which helped me feel less alone and more connected in my recovery journey.

Case study 4

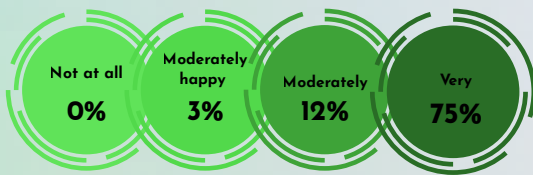
I came to the UK from Iran to seek asylum because of my gender identity. In my home country, I never felt safe being myself. I experienced a lot of rejection, emotional abuse, and neglect from my family, which affected my mental health for many years. By the time I arrived in the UK, I was carrying a lot of trauma, fear, anxiety, and loneliness. When I started counselling with NCG, I finally felt like I had a safe space where I could talk openly without being judged. My counsellor listened to me with understanding and helped me make sense of the trauma and emotions I had been holding inside for so long. For the first time in many years, I felt heard and accepted for who I am. The support I received helped me feel more emotionally stable and less alone. I learned ways to manage my anxiety and began rebuilding my confidence and self-worth. The counselling at NCG gave me hope again and helped me believe that recovery and a better future are possible.

Talking Therapies Satisfaction Survey

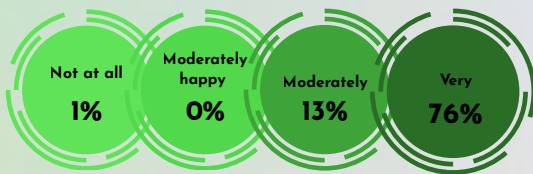
Our Client survey's results



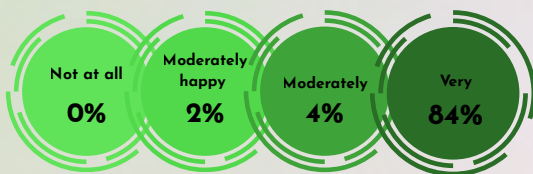
1. How easy was it for you to access our services?



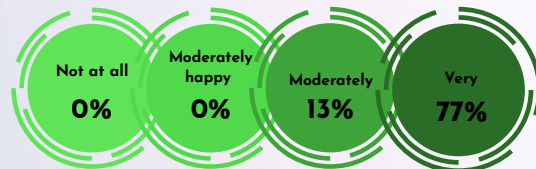
3. Do you think using our services improved your overall well-being?



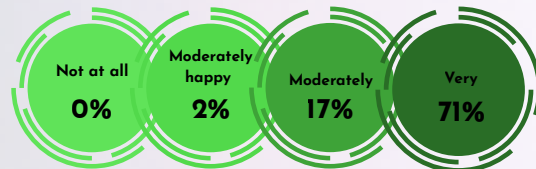
5. After using our service, do you feel more confident in dealing with your issues more independently?



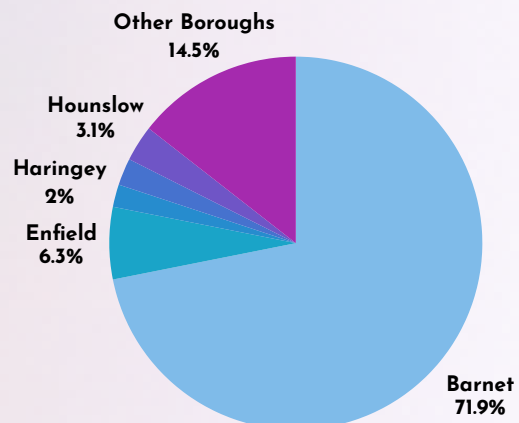
2. Were you satisfied with what we did for you?



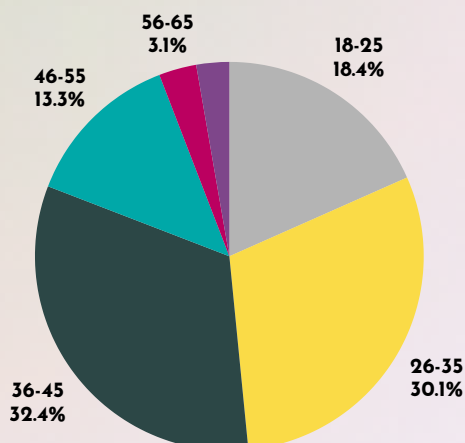
4. Will you recommend us to your family and friends?



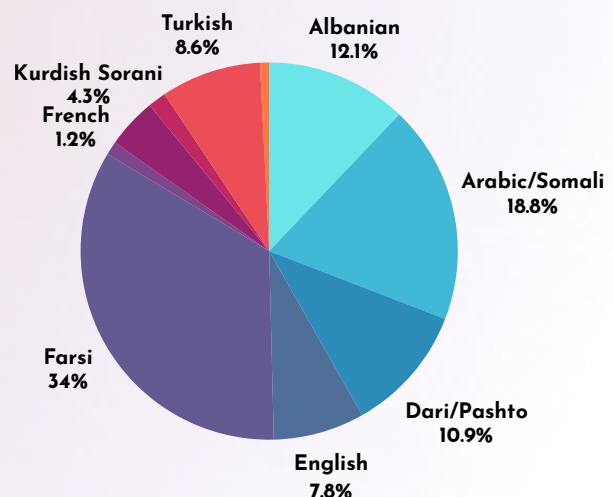
Borough of Referral's



Client Age



Language



NHS Talking Therapies Psycho-educational Workshops Impact and Satisfaction Evaluation

As part of the Step 2 IAPT provision, low-intensity psychological support was delivered to individuals experiencing mild to moderate depression and anxiety. During the year, **425** individuals registered for workshops, of whom **373** attended one or more of the **36** workshops delivered. Educational workshops were conducted in Farsi, Dari, and English, covering key mental health topics such as **anger management, anxiety, depression, relationships, panic, PTSD, phobias, self-care, stress, and sleep difficulties**. The workshops aimed to enhance participants' understanding of mental health and equip them with practical coping strategies. Feedback collected via post-session evaluation forms (Appendix 5) indicated that the majority of participants found the sessions beneficial in supporting their mental health and improving coping mechanisms. Client feedback was collected through evaluation forms (Appendix 6) following each session, with responses particularly to Question 5, indicating that most participants found the workshops helpful in managing their mental health and developing coping skills.



Client's testimonial:

I felt genuinely listened to during my sessions. The guidance I received has helped me feel calmer and more prepared for the future. It would be wonderful if additional sessions were available.

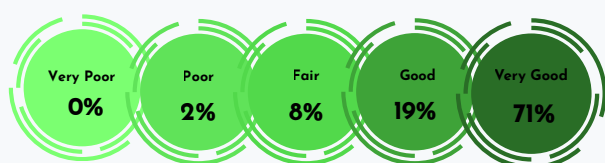
Talking Therapies Workshops Satisfaction Survey

To obtain feedback from clients using the service, an evaluation form (Appendix6) was developed and distributed after each workshop. Analysis of responses to Question 5 showed that, among the **425** clients who completed the forms, the majority felt that the workshops were beneficial in supporting their mental health and improving their coping skills. As it shows, only around **9%** of the service users don't find the workshops useful.

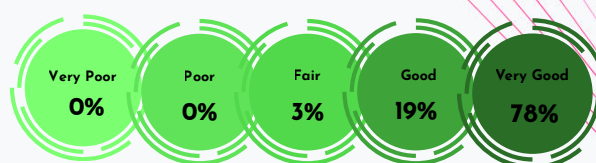
Our evaluation consists of the following questions:

- 1- The workshop objectives were described clearly.
- 2- The workshop was well organised?
- 3- The facilitator was knowledgeable, and the information provided was 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

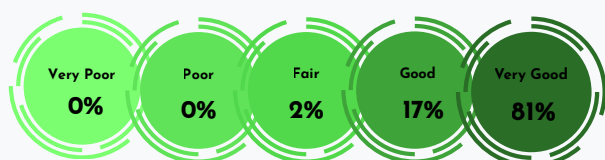
1.The workshop objectives were described clearly?



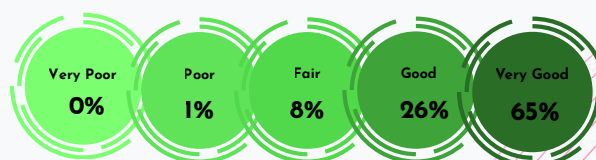
2.The workshop was well organised?



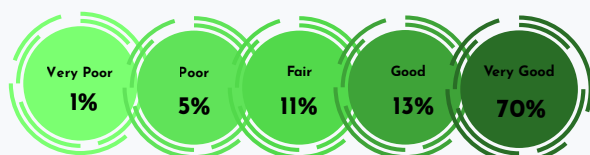
3. The facilitator was knowledgeable, and the information provided were relevant.



4. The workshop increased my knowledge about the topic.



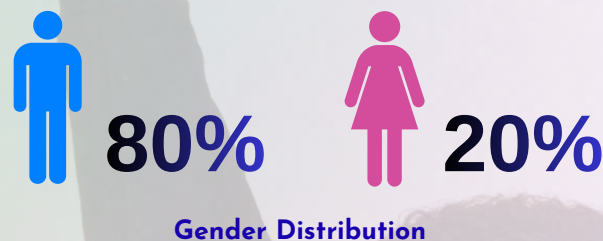
5.The workshop helped me to manage my mental health issues relevant to the topic.



Youth Well-being Project

During the period **2025-2026**, the NCG Youth Well-being 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, football, Youth ESOL classes, youth volunteering opportunities, youth outings, tailored psychoeducation sessions, school holiday activities, and one-to-one counselling, 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 continued to enhance its services and build on activities based on feedback and co-design sessions with young service users. During the reporting period from **April 2025 to March 2026**, the project served over **203** unique young people and received **177** new referrals. A total of **208** different sessions were delivered, with a combined attendance of over **1,777**.



Evaluation Methods for the Youth Well-being Project

The Youth Well-being 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 evaluates the young people's progress using the following methods:

- **The quarterly Youth Satisfaction Survey** (sent to all active young people every 3 months - June 2024, September 2024, January 2025, March 2025).
- **Feedback made during activities to staff members** (case studies and service development).

- **6-week Psychoeducation course pre- and post-assessments** combining reported satisfaction, knowledge enhancement and well-being for Barnet and Southgate College, Colindale (November and December 2025) and Wood Street (January and February 2026) Campuses.
- **Staff observations during activities** (case studies and service development).
- **Face-to-face feedback sessions and focus group discussions** (January 2026, February 2026), as well as feedback/debriefings following youth volunteering sessions during school holidays.
- **Staff reflections after each youth club session and other activities**
- **The Warwick Edinburgh Mental Well-being Scale (SWEMWS)** for involvement in NCG Youth counselling and other activities. (Appendix 7)

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: (Appendix 8)

- **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 **well-being** is linked to involvement in the NCG Youth activities.
- Their self-reported improvement in their **communication and socialisation** is linked to involvement in the NCG Youth activities.
- Their self-reported improvement in their **English language skills** is 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 **121** young people who responded to our survey, **80%** were male, and **20%** were female. In terms of age distribution, **22%** of respondents were aged **11-15 years**, **54%** were aged **16-18 years**, and **24%** were aged **19+ years**. An overwhelming **99%** 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, **90%** 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 out of 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 safe and supportive environment.

The Youth Team has successfully implemented their evaluation plan during this reporting period. Their key measurement objectives included improving mental and physical health and well-being, enhancing young people's sense of community and engagement, increasing confidence and learning, and implementing mechanisms of change.

Enhanced Well-being

Young people reported an increase in their overall well-being as a result of their participation in the project by claiming they felt less alone, made new friends, felt happier, and had a great time. Staff feedback and observations also supported this finding. The positive outcomes achieved by the project highlight the importance of providing accessible and culturally appropriate activities and services to refugee youth, particularly those who have experienced trauma, loneliness and stress as a result of their asylum status and journey.

Safe and Inclusive Space:

By providing a safe community space dedicated to youth activities, the project has successfully engaged young people and enhanced a sense of community, as evidenced by their regular attendance at weekly activities such as ESOL classes, youth clubs, outings and football. Regular activities have continued to attract consistently high attendance among young refugees and asylum seekers, indicating interest, engagement and familiarity, discouraging time spent in unsupervised settings.



One young person said:

'I'd like to express my gratitude to NCG's youth activities for their efforts. Your support may seem small, but it means a lot to some of us, especially those living in hotels in the UK without parents. It's not easy, and some young people are struggling with depression and mental illness. However, the NCG's youth activities program every Friday has been a lifesaver, providing a much-needed break from stress and depression. Thank you for your support, and may God bless you with good health.'



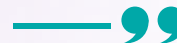
Youth-led

The Youth Well-being Programme made even greater strides towards making our activities and services youth-led this year. We held several feedback and co-design sessions where young people were encouraged to design their own outings and space from start to finish, while also providing ideas on how to optimise our dedicated youth club space. We supported a young person to do an internship with the Youth team, after which he became a full-time volunteer to continue to support the activities and develop his aspirations. By achieving the London Youth Quality Mark Silver Award, the NCG Youth Well-being Programme was also recognised as high in quality, safe and inclusive on a national level.



One young person said:

*'A nurturing environment: It provides a sense of security and belonging, like a "second home".
Enjoyable variety: combining sports (football), arts (circus and drama), and outdoor excursions.
Personal development: improves English and builds confidence and leadership skills.'*



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 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.

ESOL Provision Impact Evaluation Report

From April 2025 to the end of March 2026, New Citizens' Gateway, as in previous years, successfully delivered Skills for Life ESOL provision for asylum seekers and refugees across three core programmes: non-accredited ESOL, accredited ESOL, and the "Mums and Tots" programme. Courses were offered from **Pre-Entry Level (beginner) to Level 1 (advanced)**, helping students develop their core English language skills in speaking, listening, reading, and writing at different levels. Classes were delivered during three academic terms by experienced volunteer teachers. Over the past year, a total of **335** referrals were received and processed to support participation across the three programmes. This reflects the continued demand for English-language learning opportunities tailored to the needs of asylum seekers and refugees in the community, despite referrals being paused twice over a one-month period.

Exceptionally this year, a health-focused ESOL course was delivered in a hotel-based setting. The course supported residents in developing English language skills specifically related to health topics. It was delivered across three hotels, comprising **11** courses of six hours each. The impact evaluation form was not carried out due to the short duration of the course.

All three programs delivered during the aforementioned period followed an impact evaluation approach. An initial impact evaluation was completed by students, followed by progress reviews conducted after a six-month period, along with a student satisfaction feedback survey. The results of these evaluations are presented below, with a detailed breakdown for each program.

Non-Accredited ESOL Classes, Online & Face-to-Face

Over the past year, a total of **244** students attended our non-accredited provision weekly, with some learners continuing from the previous year due to sustained interest and ongoing progress. While many students attended regularly, others participated less frequently due to personal circumstances. Our provision comprised **14** classes in total, delivered as **7** face-to-face classes, including one literacy-focused group, at a designated venue, and **7** online classes delivered via the Zoom platform. In total, **141** learners participated in face-to-face provision, while **103** learners attended online classes. Overall, class sizes were consistently maintained or increased across terms, with an average of **8-12** learners per class. The programme was supported by a dedicated team of **14** volunteer teachers and **5** teacher assistants, whose commitments were essential in maintaining learner engagement and supporting their progress throughout the year.

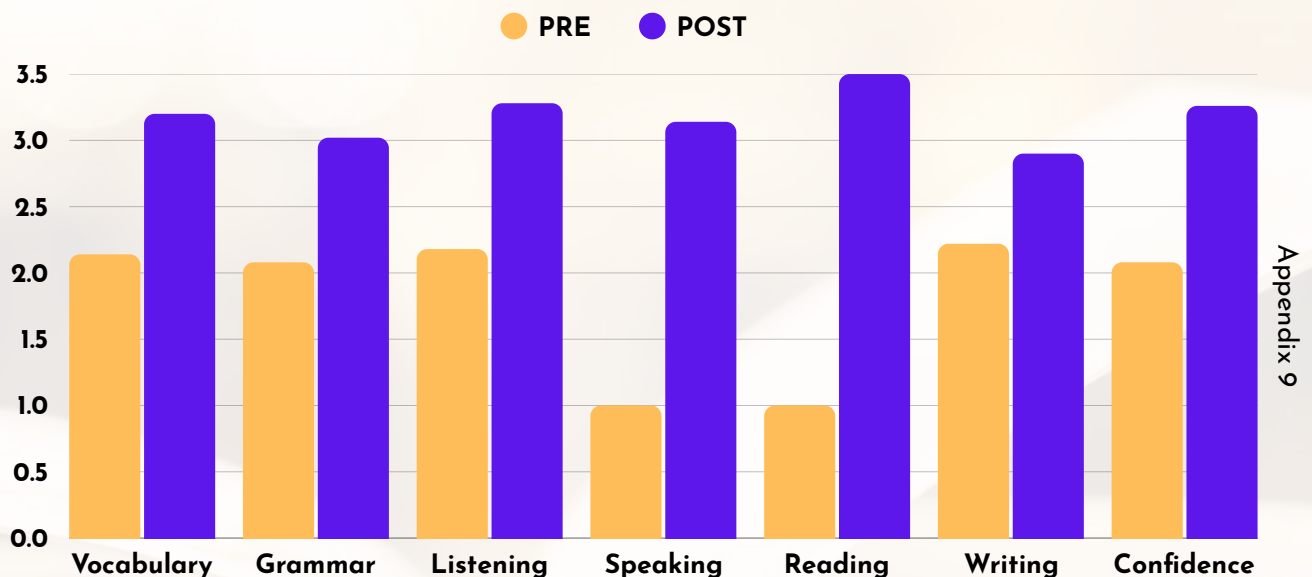
To evaluate impact, an Impact Evaluation Survey was completed by **50** regular students, focusing on learners' progress in knowledge, skills, and confidence. Results showed that **80%** reported improvement in speaking and listening, **76%** in reading, and **70%** in writing. In addition, **74%** reported increased confidence in using English in everyday situations, and **74%** noted improvement in grammar and vocabulary.

A separate Satisfaction Survey was also completed by the same group of students, focusing on teaching quality and the learning environment. Findings were highly positive, with **100%** expressing satisfaction with the quality of teaching, **95.2%** highlighting the supportive and encouraging environment, and **100%** reporting that teaching methods were clear and effective.

Overall, the results of both surveys were overwhelmingly positive, reflecting the dedication of our volunteer teachers and the effectiveness of our provision. The feedback highlights the effectiveness of our inclusive learning environment and also offers valuable insights for continued improvement.

New Citizens' Gateway remains committed to delivering high-quality ESOL provision that supports learners' progression into further education, training, and employment.

ESOL Learners Progression



ESOL Learners Satisfaction Rating out of 5:

1. The English class helped me improve my confidence in speaking



2. The teacher was very helpful and explained things clearly



3. I got a lot of support from my teacher



4. I felt comfortable in the environment I was in



5. I enjoyed my English at NCG

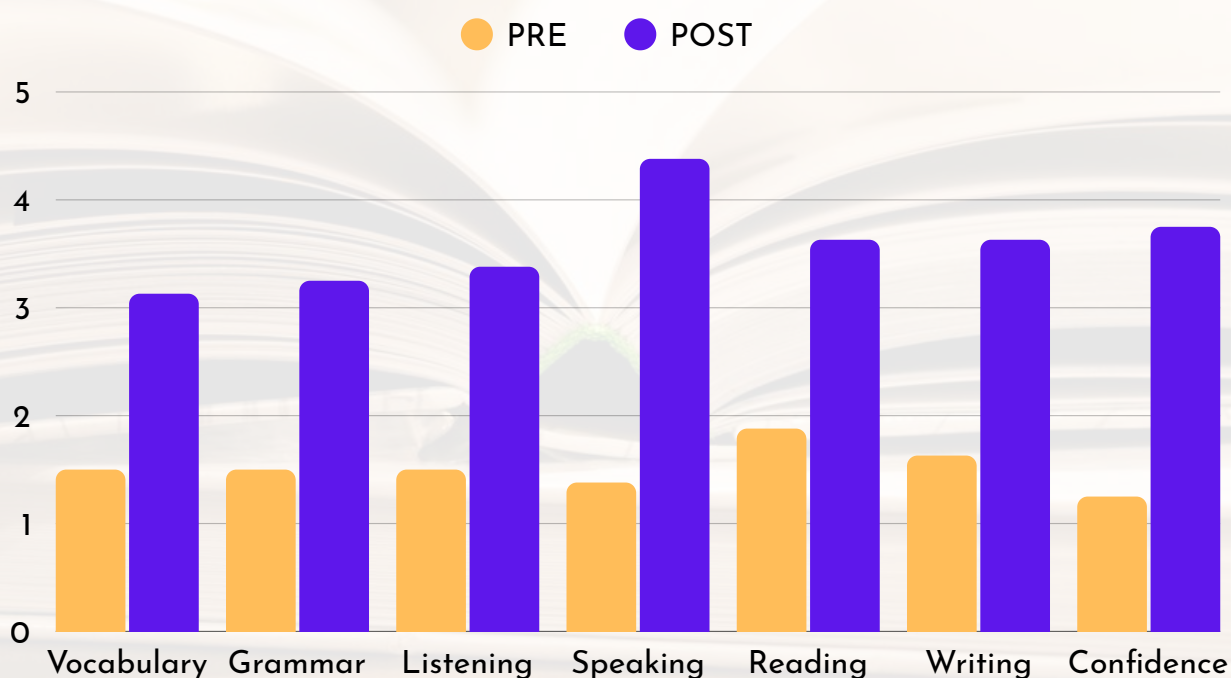


Moms & Tots Group

The Mums and Tots ESOL programme, delivered by New Citizens' Gateway in partnership with The Hyde Children's Centre, was created to support asylum-seeking and refugee mothers in developing basic English language skills at Entry level 1. The programme also provided a safe and stimulating crèche environment for their preschool-aged children, enabling mothers to participate fully in lessons. During the past year, **12** mothers attended weekly two-hour classes held on Friday mornings throughout term time. The sessions focused on improving the four core language skills of speaking, listening, reading, and writing. Lessons were led by a committed volunteer teacher whose contribution played an important role in the programme's positive outcomes. At the same time, children were cared for by three nursery assistants in a welcoming play area.

To measure the impact of the programme, **8 out of 12** regular participants completed self-assessment evaluations. The findings showed clear progress across all areas of language learning, with **87.5%** of students reporting improvement in speaking and listening, **87.5%** showing progress in reading, and **87.5%** improving in writing. In addition, **87.5%** reported greater confidence in using English in everyday situations, while **87.5%** noticed improvements in grammar and vocabulary. In addition, a satisfaction survey was also completed with the same group of regular students. The results were very positive, with **75%** indicating satisfaction with the quality of teaching, **87.5%** stating that the learning environment was supportive and encouraging, and **75%** saying that the teaching methods were engaging and well-explained.

Moms & Tots Progression



Moms & Tots Satisfaction Rating out 5:

1. The English class helped me improve my confidence in speaking.



2. The teacher was very helpful and explained things clearly.



3. I got a lot of support from my teacher.



4. I felt comfortable in the environment I was in.



5. I enjoyed my English at NCG.



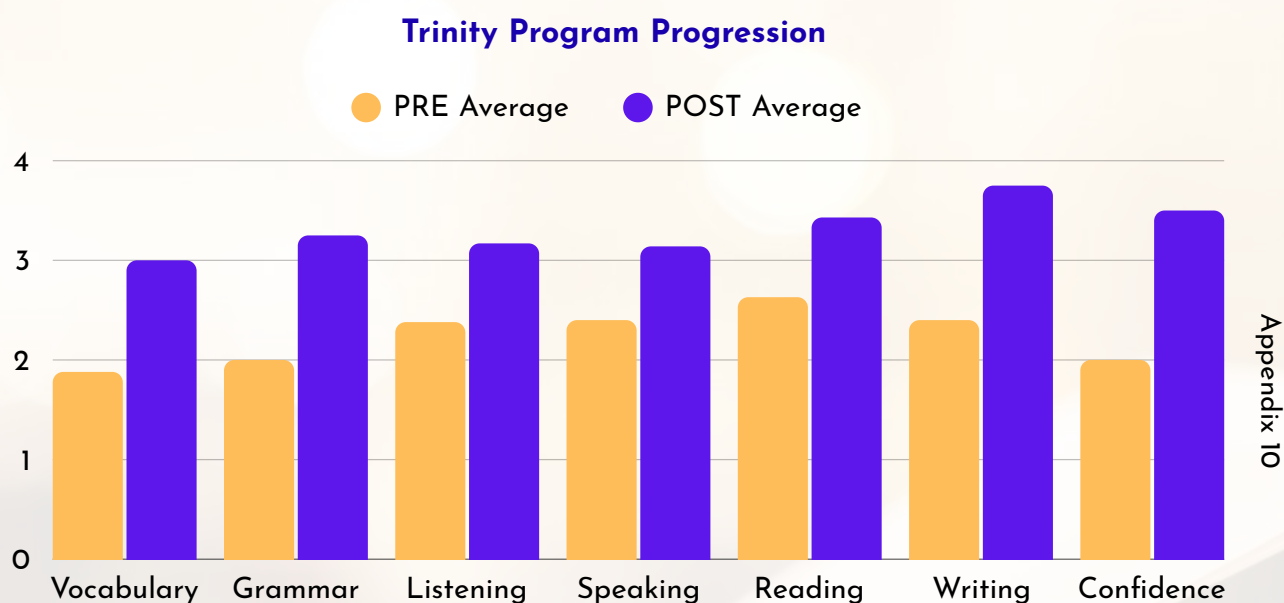
Accredited Trinity Program

New Citizens' Gateway is a registered Trinity College centre and delivers accredited ESOL courses each year. The programme provides structured English language classes designed to support learners in improving their language skills and achieving recognised certificates. Due to funding constraints, the accredited ESOL provision was suspended in the summer term from April 2025, resulting in one missed term. The programme resumed in September 2025 with a group of **11** learners at **Entry Levels 1 and 2**. All learners sat the Trinity Reading exam in December 2025 and achieved a **100%** pass rate, reflecting effective course delivery and strong learner commitment. A further group of **11** learners at **Entry Levels 2 and 3** commenced in February 2026, with an exam scheduled for May 2026; therefore, final results are not yet available. However, both groups demonstrated consistently high attendance and strong engagement while working towards recognised certificates. The courses were delivered in a structured hybrid format based, comprising **5** hours of face-to-face teaching and **2.5** hours of online learning per week. Our qualified ESOL teacher delivered lessons in line with the standard ESOL curriculum to prepare learners for the Trinity exam. Although the main focus was reading, all four core skills, including reading, writing, speaking, and listening, were integrated into teaching and learning to ensure a balanced language learning experience.

As with other ESOL programmes, impact evaluation enabled learners to assess their own progress. Feedback from completed evaluation forms was highly positive, with **81%** reporting improvement in reading, **69%** in writing, **69%** in listening, **56%** in speaking, and **63%** in grammar and vocabulary.

Learner satisfaction survey results also indicated high levels of satisfaction, with **100%** reporting satisfaction with teaching quality and **100%** with the learning environment and support. Learners also reported increased confidence in using English across different topics.

The programme will continue to ensure learners are provided with meaningful opportunities to achieve accredited certificates and support their progression into employment and future success.



Learner's Satisfaction Rating out 5:



Volunteering Programme

The NCG Volunteering Programme continued to play a central role in supporting refugee and asylum-seeking communities. During 2025-26, from the pool of **104** volunteers, the programme engaged **86** active volunteers, including **49** volunteers (**57%**) from refugee backgrounds, and welcomed **47** new volunteers. Volunteers contributed across a wide range of services, including ESOL classes, mentoring, outreach, counselling, women's and youth projects, community events, and interpretation support.

The programme supported personal and professional development, with **10** volunteers securing paid roles. Volunteer ESOL teachers supported **244** learners, while volunteers helped deliver **108** community activities attended by more than **1,400** participants. Over **19** refugee health professionals also received mentoring and OET preparation support through the Refugee Health Professionals Project.

Despite challenges including housing instability, DBS requirements, and digital exclusion, volunteers reported increased confidence, well-being, social connections, and a stronger sense of belonging. Their contribution was recognised through appreciation events and awards, including a **Barnet Civic Award for the ESOL volunteer team** and a **JVN 2025 Lifetime Achievement Award for one volunteer**.

“Volunteering has helped me realise I am not only an asylum seeker, but a capable woman who can contribute, support others, and be a role model for my children. Even while living in a hotel and raising children, I have been able to give my time, learn new skills, and gain confidence and hope.”

We are proud to report that during 2025-26, our dedicated volunteers contributed **4803** hours to support NCG, equivalent to over 2.5 full-time positions.

Clients' Satisfaction Rate - From 1 (least) to 10 (most) Survey conducted amongst 21 volunteers

How satisfied did you feel after you started volunteering with us **9.1**

How likely are you to recommend our volunteer opportunities to friends, co-workers, or family **9.7**

How satisfied did you feel after your induction for your assigned volunteer role **9.2**

How valued did you feel as a member of our organisation **9.4**

How likely are you to continue volunteering with us **9.19**

Please rate the support you received from management **9.7**

How would you rate your overall experience at NCG **9.7**

Average Rate
of
Satisfaction:
9.5

Case study 5

My name is Omran, and I am from Sudan. I came to the UK few years ago. My journey with NCG began when I was living as an asylum seeker in one of the hotels in Barnet. At that time, I faced many challenges. I was away from my family, adjusting to a new country, feeling isolated, and struggling with the uncertainty of my situation.

I first became involved with NCG through campaigns to improve food standards in asylum hotels and to achieve free bus travel for asylum seekers. Taking part in these campaigns helped me build confidence, speak up, and understand the power of community action. I was proud to see that our voices helped create positive changes for people in similar situations.

After receiving my refugee status and moving out of the hotel, I wanted to give back to the organisation and community that had supported me. I continued my involvement with NCG as a volunteer adviser, supporting newly arrived asylum seekers living in Home Office accommodation, including people facing challenges similar to those I had experienced.

Volunteering with NCG gave me the opportunity to support others, share my experiences, and use my journey to help people who were starting theirs.

I also took part in a theatre project with NCG and Chickenshed Theatre, where we shared the experiences and challenges faced by people who are forced to leave their homes in search of safety.

Through volunteering, I developed new skills, gained confidence, and worked alongside amazing volunteers and staff who are committed to supporting refugees and asylum seekers.

I want to thank NCG for believing in me and creating opportunities where refugees and asylum seekers can contribute, lead, and have their voices heard.

NCG also supported me with funding to complete my SIA course. I am now working as an SIA security officer at stadiums, and I am also studying Access to Higher Education in Computer Science at Capital City College.

I am also very happy to share that my wife's visa application was successful, and she has now joined me in the UK. I sincerely thank NCG for supporting me by covering the cost of her flight ticket, which made a huge difference and helped make our family reunion possible.



Gardening Project

This year, our Ecotherapy programme, Sowing Seeds, continued to provide a purposeful outdoor space for refugees and asylum seekers, supporting their mental and physical well-being. The project enabled participants to spend time in nature, reconnect with gardening traditions from their countries of origin, and experience a sense of purpose, calm, and personal development.

Between **April and October 2025**, we delivered **47** gardening sessions. A total of **369** attendances were recorded, with **31** participants attending regularly.

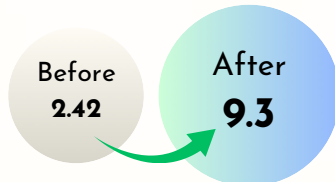
For many asylum seekers, some of whom were spending long periods isolated in their accommodation, the garden became a vital opportunity to leave their rooms, meet others, and take part in practical, shared activities that brought energy and routine into their lives.

To understand the impact, we selected a random sample of **18** participants out of **31** (each having attended at least **6** sessions) to complete an evaluation questionnaire (see Appendix 12). The feedback collected was strongly positive. Participants highlighted noticeable improvements in mood, reduced stress and anxiety, and an increased feeling of connection and belonging within the community.

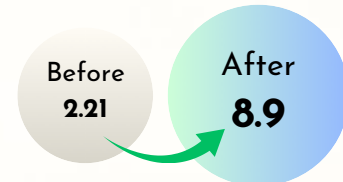


Overall, the Sowing Seeds gardening project has continued to demonstrate the value of nature-based activities in supporting recovery and well-being. By offering a safe, inclusive, and welcoming environment, the project has helped individuals take important steps towards rebuilding confidence, strengthening resilience, and improving emotional health. The testimonies shared by participants clearly show the powerful role that gardening can play in restoring hope and supporting people as they rebuild their lives.

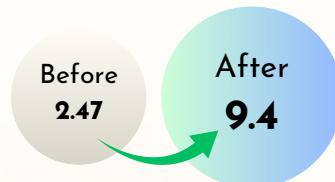
1. Opportunity to talk to someone when I feel low:



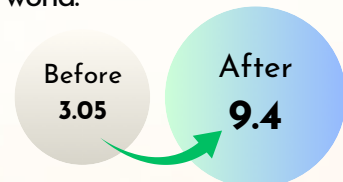
2. Level of isolation:



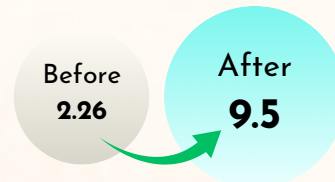
3. Involvement in the community:



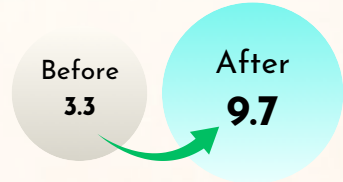
4. Chance to meet new people from different parts of the world:



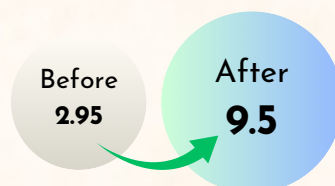
5. Access to a community garden/allotment environment:



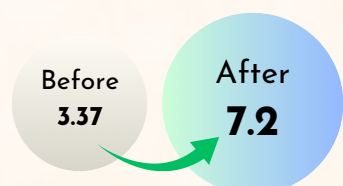
6. Level of enjoyment meeting others:



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



8. How would you rate your physical health:



Clients' Satisfaction:

- How much do you rate the **facilities** we have at the allotment? **10.0**
- How much do you rate the **proficiency of the volunteer gardener?** **9.9**

Client's testimonial:

"Being part of the NCG Gardening Group has helped me feel better and less lonely. I enjoy weeding, watering the plants, laughing, and talking with other people. Spending time in the garden makes me feel calm, happy, and part of a community."

Jasmine Women's Group

This year was another meaningful and uplifting chapter for the NCG Jasmine Women's Group. Across the year, we had **66** women attending, and we delivered **41** sessions, with a total of **817** participations by women. Participation continued to grow steadily, with more women joining than ever before, reflecting how strongly the group was valued as a place of comfort, connection, and hope.

Activities included well-being workshops, arts and crafts, cooking, yoga, English conversation, group outings, and celebrations of key cultural events.

A total of **30** out of **66** of participants completed pre- and post-project evaluations, which showed clear improvements in well-being, confidence, and reduced feelings of isolation. The group provided a safe and supportive space where refugee women could build friendships, share experiences, and strengthen their sense of belonging while adjusting to life in the UK. (Appendix 13).

Impact Measurement

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

Before
2.8

After
9.7

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

Before
3.0

After
9.7

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

Before
3.0

After
9.7

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

9.2

From 1 to 10, How much do you rate the facilities we have at the venue?

9.0

From 1 to 10, How much do you rate the proficiency of the volunteers?

9.3

Cooking Across Cultures, Building Community

From **April 2025 to March 2026**, NCG successfully delivered **18** cooking sessions, engaging **260** participants, mainly asylum seekers living in full-board hotels without access to kitchens.

For participants living in accommodation where they cannot cook for themselves, the project has brought people together and continues to do so, offering an opportunity to experience homemade food, which many describe as healing and comforting.

To measure the impact of this project, we invited a random sample of **15** participants to complete an evaluation questionnaire. The results were overwhelmingly positive, with participants reporting significant benefits including improved well-being, reduced isolation, increased confidence in cooking, and a stronger sense of community and belonging. (Appendix 14)

Clients' Satisfaction Rate - From 1 (least) to 10 (most)

How much did you enjoy the cooking sessions? **9.7**

Did you have the chance to meet new people from different parts of the world, cook together, and taste their dishes? **9.6**

How have these sessions impacted your mental well-being? Rate your mental well-being after participating in the sessions. **9.7**

How much do you rate the facilities we have at the allotment? **9.5**

How do you rate the proficiency of the NCG volunteers and staff who organised the sessions? **9.6**

"I missed the gatherings with my family. Cooking here makes me feel surrounded by loved ones again."

"Being able to use the herbs and spices from my country makes the food taste like home and brings back so many happy memories."

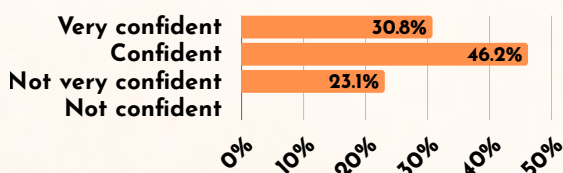
Bridging Educational Gaps Through Tuition for Refugee Children

NCG delivered an education support programme for refugee and asylum-seeking children whose learning had been disrupted by conflict, displacement, and limited access to education. The programme included after-school learning clubs and targeted tuition to help students strengthen their academic skills and confidence.

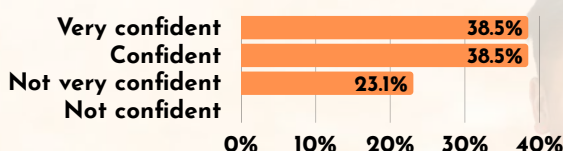
During the reporting period, **11** tuition sessions were delivered, primarily supporting **GCSE and A-Level students in Maths and Science**. A total of **13** students from Iran, Afghanistan, Iraq, and Sudan participated. Many had experienced significant interruptions to their education and benefited from focused support to rebuild their academic foundations and improve subject knowledge.

Evaluation feedback from participants was highly positive, indicating increased confidence, improved understanding of key subjects, and greater engagement with learning.

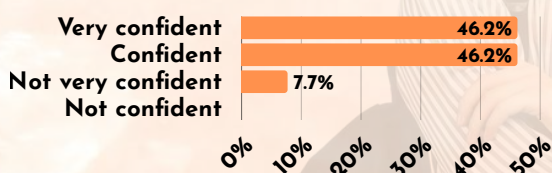
1. How confident students feel in english lessons



2. How confident do you feel in your Maths lessons at school now?

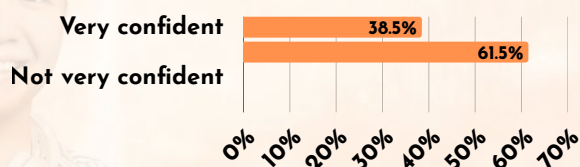


4. How confident do you feel doing your homework on your own now?

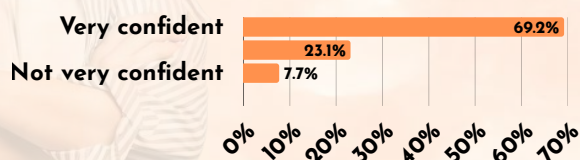


The evaluation findings demonstrate the positive difference the tuition programme has made to children's educational confidence and well-being. Out of the **13** children who completed the feedback questionnaire, **92.3%** reported feeling more confident in their school learning, while 100% said the sessions helped them improve their understanding of key subjects. Children also highlighted increased confidence with homework and greater independence in managing their studies. (Appendix 15/16)

3. How do you feel about your schoolwork now?



5. Has tuition helped you feel more confident at school?



OET Programme

Our Occupational English Test (OET) Programme for Refugee Health Professionals was delivered in partnership with the National Zakat Foundation (NZF), which provided funding to support eligible participants experiencing financial hardship. The programme commenced in March 2025 and combined structured English language tuition, OET exam preparation, and mentoring support to help refugee healthcare professionals progress towards practising in the UK healthcare system.

During the reporting period, the programme received **58** referrals, with **30** refugee health professionals accepted and enrolled, including doctors, nurses, surgeons and pharmacists. To provide additional professional guidance, **19** participants were matched with mentors from healthcare backgrounds. During this period, **13** participants sat the Occupational English Test (OET), of whom **5** successfully passed. Given the high level of difficulty of the OET examination, this represents a positive achievement. Beyond those who passed, participants demonstrated significant progress in their English language proficiency, professional communication skills and overall readiness to pursue registration and employment within the UK healthcare system.

An end-of-programme evaluation was completed by **16** participants. Feedback was predominantly positive, with respondents reporting increased confidence, improved language skills, and greater optimism about pursuing healthcare careers in the UK.



Case study 6

From Yemen to the NHS: A Surgeon's Journey

One of the standout students in Cohort 1 is a qualified surgeon originally from Yemen. From the very beginning, his commitment was clear. He consistently attended live classes, submitted his work on time and approached each setback with the same determination.

During 2024-25 he successfully passed both parts of the MRCS examination, while simultaneously preparing for the OET. He passed the OET in April 2026. Shortly afterwards he completed his GMC registration and was granted his licence to practise in the United Kingdom.

In May 2026 he was accepted for a clinical attachment and shadowing position at Hillingdon Hospital, an important first step in what promises to be a long and successful career within the NHS. His journey is an example of what this programme can help make possible.

"I had lost hope and direction in my career journey. Those days were very difficult for me. Joining this programme was truly a turning point in my life. I am grateful to be part of it."

OET Programme Participant, Cohort 1 (2025)

"The teachers are truly excellent, and the techniques they use in their lessons are very effective and helpful. The OET Manager is also wonderful, her support and follow-up make the learning environment very positive."

– Student, Cohort 1 (2025)

"This course is really useful, it has improved our knowledge of the OET and we have learned a great deal from it. Thank you to all members of the Zakat Foundation for your humble support."

– Programme Participant, Cohort 1 (2025)

Conclusion

This evaluation demonstrates that New Citizens' Gateway continues to make a significant and measurable difference in the lives of refugees and people seeking asylum through its holistic, person-centred model of support. Across all programmes, participants reported improvements in well-being, confidence, independence, social connectedness, language skills, employability and access to essential services.

High levels of client satisfaction, strong engagement, and positive outcome measures provide robust evidence that integrating practical advice, physical health, mental health support, education, volunteering, and community participation leads to sustainable long-term integration. Importantly, the findings from this evaluation do not simply measure impact; they actively inform the future development of our services.

Through continuous monitoring, client feedback, needs assessments and outcome measurement, we identify emerging needs, adapt existing programmes, and design new interventions that remain responsive to the changing circumstances of refugees and asylum seekers.

NCG remains committed to using evidence to drive continuous improvement, ensuring that our services are effective, innovative and centred on the strengths, resilience and aspirations of the communities we serve.



Appendix 1: Advice Evaluation Form

Your Name (optional):

Date:

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

Gender: Female ☐ Male ☐ Cisgender ☐ Transgender ☐ Non-binary ☐ Agender ☐

Nationality -----

Age: 16-17 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+ ☐

1. Which Service did we help you with?

Welfare Benefit/UC ☐ Disability Related benefit ☐ Housing/Homelessness ☐ Council Tax ☐
Education ☐ Health ☐ Transport ☐ Asylum Support ☐ Cost of living expenses ☐ Immigration &
Asylum/Appeal ☐ Donations ☐ Grants & Well-being ☐ Other-----

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

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

 1 2 3 4 5 6 7 8 9 10 

Any comments?

.....
.....

7. How did you hear about our service?

Website ☐ Social Media ☐ Friends/Family ☐ Community events or workshops ☐
Migrant Help Ref. ☐ Council Ref. ☐ NCG Internal Ref. ☐ Other-----

8. How long have you been using our advice service?

Less than 1 year ☐ 1-3 years ☐ More than 3 years ☐

Appendix 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?				
Not difficult at all ☐	Somewhat difficult ☐	Very difficult ☐	Extremely difficult ☐	

Appendix 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>				

Appendix 4: Counselling Service Satisfaction Survey

Your Name (optional):

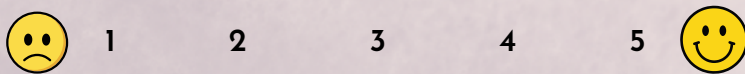
Date:

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

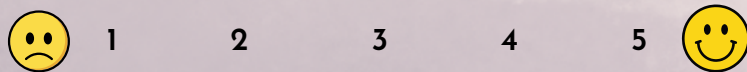
Gender: Female ☐ Male ☐ Nationality -----

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

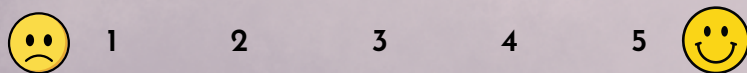
1. How easy was it for you to access our service?



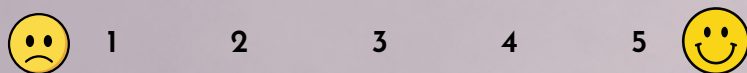
2. Were you satisfied with what we did for you ?



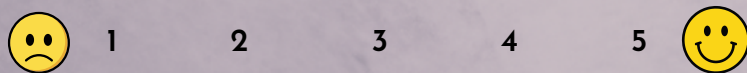
3. Do you think using our services improved your overall well-being?



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?

.....

.....

Appendix 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.

.....
.....

Appendix 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 well-being score is above average

STATEMENTS	NONE OF	RARELY	SOME OF	OFTEN	ALL OF THE
	THE TIME		THE TIME		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

Appendix 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 well-being?

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?

Appendix 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					

Appendix10: 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

Appendix 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

.....
.....

Appendix 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
Opportunity to talk to someone when I feel low.										
Level of isolation.										
Chance to meet new people from different parts of the world.										
Level of enjoyment meeting others.										
Access to a community garden/allotment environment.										
How would you rate your mental well-being (Happiness, socialising, optimism.)										
How would you rate your 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.

.....

.....

Appendix 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. 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?

.....

.....

Appendix 14: NCG Cooking Evaluation

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: (optional) Age: 18-24 25-39 40-54 55-64 65-84 (Circle one)

STATEMENTS	1	2	3	4	5	6	7	8	9	10
How much did you enjoy the cooking sessions?										
Did you have the chance to meet new people from different parts of the world, cook together, and taste their dishes?										
How have these sessions impacted your mental well-being?										
Rate your mental well-being after participating in the sessions.										

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

Please circle the appropriate number to indicate how much you think the workshop was useful to you, with '1' being 'nothing' and '10' being 'a lot'.

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

 1 2 3 4 5 6 7 8 9 10 

How do you rate the proficiency of the NCG volunteers and staff who organised the sessions?

 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 to the programme? Please use this place to make your comments.

.....

.....

.....

Appendix 15: NCG Tuition Satisfaction Survey PRE

Please take a few minutes to answer these questions. Your answers will help us improve the tuition for children in the future.

Name:

Age:

1. How confident do you feel in your English lessons at school?

1) Very Confident 2) Confident 3) Not very confident 4) Not confident

2. How confident do you feel in your Maths lessons at school?

1) Very Confident 2) Confident 3) Not very confident 4) Not confident

3. How do you feel about your schoolwork?

1) I understand it very well 2) I understand most of it 3) I understand a little
4) I find it hard

4. How confident do you feel doing your homework on your own ?

1) Very Confident 2) Confident 3) Not very confident 4) Not confident

Appendix 16: NCG Tuition Satisfaction Survey POST

Please take a few minutes to answer these questions. Your answers will help us improve the tuition for children in the future.

Name:

Age:

Please choose one answer for each question

1. How confident do you feel in your English lessons at school now?

1)Very Confident 2) Confident 3)Not very confident 4) Not confident

2. How confident do you feel in your Maths lessons at school now?

1)Very Confident 2) Confident 3)Not very confident 4) Not confident

3. How do you feel about your schoolwork now?

1)I understand it very well 2) I understand most of it 3) I understand a little 4) I find it hard

4. How confident do you feel doing your homework on your own now?

1)Very Confident 2) Confident 3)Not very confident 4) Not confident

5. Has tuition helped you feel more confident at school?

1)Yes, a lot 2) Yes, a little 3)Not really 4) No

6. What is one thing the tuition helped you with?

.....

7. What did you like most about the tuition?

.....

8. How much do you rate the proficiency of the tutor?



1

2

3

4

5

6

7

8

9

10



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

.....
.....