

## **Calderdale Valley of Sanctuary**

### **Experts By Experience – Report**

September 2021

## **Executive Summary**

This report is part of the process regarding the identification of the needs of people seeking sanctuary for Calderdale Valley of Sanctuary to understand hidden issues and therefore develop a solid strategy for experts by experience (EbE) to be shared amongst organisations. The report deploys a qualitative research design in the gathering of the data. The data is collected primarily through open-ended surveys from 33 participants. The data was analysed by using the data “Interpretative Phenomenological Analysis (IPA)”. The report sets out main findings and recommendations for member and supporter organisations to develop their strategies and action plans based on the findings.

### **New paragraph**

The findings highlighted that the language is the biggest barrier in the settlement of refugees and asylum seekers. Because of the linguistic barriers, experts by experience (EbE) are find it difficult to integrate within the community and find opportunities. They can’t communicate their needs nor getting someone to assist them to know the local areas from their peers. Hence, the language barrier must be eradicated to communicate with the refugees and asylum seekers with the help of training sessions, seminars, necessary support. Both organisations and government can work together in providing support and skills to people seeking sanctuary. The diverse skills, experiences, and competencies of the refugees must be utilised effectively and efficiently, serving themselves, organisations, and the community as a whole.

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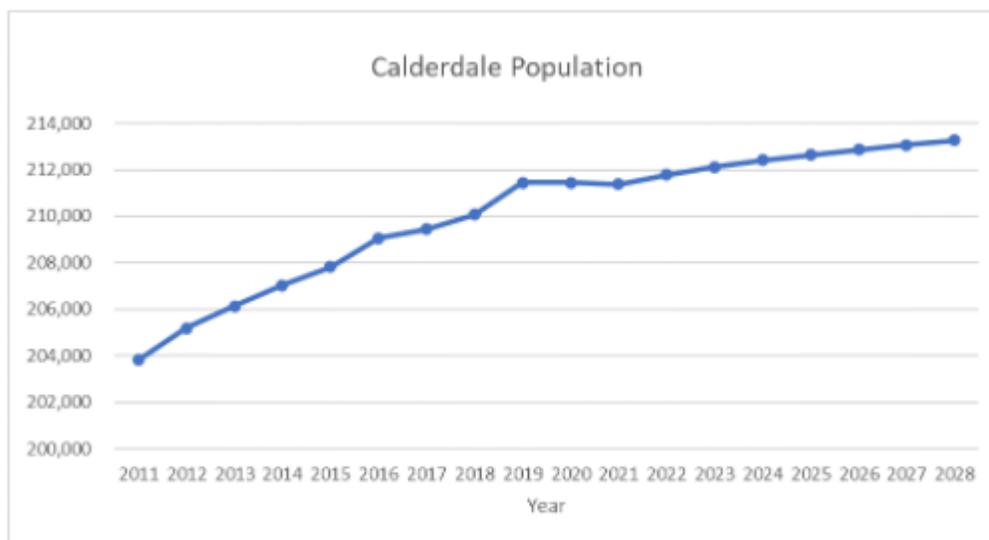
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## 1. Introduction and Background:

People seeking sanctuary are the most susceptible and defenceless in a society based on what most of the people with lived experience shared with us while conducting this research. They expressed the feeling of being left behind and they worry too much waiting for a home office decision.

Diversity regarding the culture, linguistic, race, ethnicity, religion, and experiences aspects are widely found amongst them. These people have varied experiences such as some were physically tortured, sexually abused, or some have escaped from the war. Their needs are significantly varied ranging from physical, psychological, safety, directional, need to belong, and identity types. It is projected that the population of the Calderdale will increase further to the year 2028, therefore the people seeking sanctuary replaced in Calderdale estimated to rise bringing with them lots of opportunities and challenges.



**Figure 1:** Projected Population Growth of Calderdale Borough to 2028

*Source: (Calderdale Valley of Sanctuary demographic information, 2021).*

The prominent countries from where the asylum seekers are coming into the Calderdale are Syria, Palestine, Pakistan, Iran, Eritrea, Afghanistan, and Sudan (Comer, 2016). The majority is from Syria. Because of the increasing instability issues in these countries, more refugees are expected to leave their native countries and seek sanctuary in Calderdale. This report is part of the process of identifying the needs of people seeking sanctuary for Calderdale Valley of Sanctuary and its partner institutions to understand hidden issues and therefore develop a solid strategy for EbE to be shared amongst the organisations. The aims and objectives of the study are presented below;

### **1.1. Aims**

The aim of this research is to highlight the efforts needed to work collectively for improving the approach to involve EbE in development, leadership, campaigning, and service delivery as well as sharing good practices.

#### **Objectives**

- 1) To promote a narrative through EbE about the skills and contribution asylum seekers as well as refugees make to our community.
- 2) To enable EbE to fully participate in a range of local organisations and be recognised for their contributions.
- 3) To monitor and evaluate the impact of this strategy and share lessons learned.
- 4) Engaging people seeking sanctuary in designing, planning, and developing various programs.
- 5) To empower people seeking sanctuary to establish their own body (formal or informal).
- 6) Involving people in campaigning and advocacy.

### **1.2. Purpose**

The purpose of this report is to provide an overview of the process of surveying with EbE and helping organisations in understanding the difficulties they face while collecting feedback. The report sets out main findings and recommendations for member and supporter organisations to develop their strategies and action plans based on the findings.

## **2. Methodology**

### **2.1. Introduction**

The purpose of this research is to systematically and logically explore something new and innovative in a particular field. In this essence, the research methodology explains the method which is used for drawing useful conclusions about the topic under consideration. This report aims to explore the needs of people seeking sanctuary for Calderdale Valley of Sanctuary so that the hidden problems can be highlighted. The issues highlighted by this report will be presented amongst organisations, allowing them to make useful strategies to overcome hidden issues faced by most people seeking sanctuary. The methodology section of this report will provide a

conceptual understanding of research strategy, research design, research approach, data collection, sample size, data analyses tools. While collecting data from different people ethical consideration was kept in mind. Limitations of the study were presented at the end of this chapter.

## **2.2. Research strategy**

Research strategy provides the overall research policy, including the process by which research is conducted. Research, experiment, investigation, action research, basic theory, and ethnography are examples of such research methods. Vast varieties of research strategies have been used by many researchers to solve the problem under consideration such as systematic literature review, survey, or questionnaire. Survey research is obtaining information from a sample of individuals with their answers to questions. This type of research involves a variety of methods for targeting participants, collecting data, and using a variety of approaches. This piece of research was used as a survey research strategy to analyse the challenges being faced by the sanctuary seekers. The survey is best suited to this study as it involves gathering the detailed constructs and beliefs of the participants of the study. The first step towards developing the strategy was to design and distribute a survey amongst a diverse range of people seeking sanctuary therefore this report is summarizing the key points of each question outlined in the survey. The survey form was based on open-ended questions and participants with diverse geographical backgrounds were considered in the study.

## **2.3. Research philosophy**

The philosophy of research is concerned with the source, nature, and collection of knowledge. In other words, a research philosophy is a belief in how data about a phenomenon is gathered, analysed, and applied to an area of interest. Interpretivism philosophy is usually applicable to qualitative researches because it primarily deals with the responses of participants (Saunders et al., 2015). Realism is the use of real fact in research; it is conducted in two forms, descriptive assessment or analysis.

As the topic of the study is qualitative, that involves gathering detailed insights on the topic (non-numeric). To collect the detailed constructs and beliefs of the participants, the interpretivism philosophy is best suited. Hence, the study deployed interpretivism philosophy. The study was conducted by an open-ended survey. People of different geographical and cultural backgrounds participated within the study. The data collected was in the form of responses about the challenges

faced by refugees during their stay at Calderdale Valley of Sanctuary so the research philosophy deemed suitable for this research was that of Interpretivism.

#### **2.4. Research design**

There are two research designs for the study as Quantitative and Qualitative. Quantitative research design means gathering numerical data on the topic of the study. Qualitative research design means a collection of non-numerical data. As the topic of the study is subjective and the researcher involves in the gathering of the in-depth constructs and beliefs of the participants on the subject under consideration, a Qualitative research design was best suited for the study. Hence, a Qualitative research design was deployed in the study.

#### **2.5. Data collection**

The data collection method is broadly classified based on data collection sources, primary sources, and secondary sources. The primary collection method involves data collection from primary sources such as interviews, surveys, and questionnaires for the collection of data while in the secondary data collection method the data is collected from already published articles, journals, official websites, press releases, Google Scholar, Taylor & Francis, Science Direct and many other secondary sources of data collection (Johnston, 2017). As the topic requires gathering real-time (first-hand) data on the topic of the study, the primary source is best suited for it. Hence, the data collected for this research was self-gathered data through surveys. An open-ended survey questionnaire was deployed in data collection from the participants. The hard and soft copies of the survey were distributed among a diversified group of people. Hard copy, face to face conversation and electronic media was the medium used for circulation of hard and soft copies of the survey.

#### **2.6. Sample size.**

The sample of participants was randomly selected. It was undertaken between 1<sup>st</sup> – 20<sup>th</sup> August 2021. 50 hard copies were distributed amongst people seeking sanctuary in different places and events. 27 were completed during face-to-face conversations. 24 of these conversations were undertaken by the author and 3 of them were managed by the Chair of Valley of Sanctuary. 60 people received the survey by WhatsApp and 6 were returned. The total number is of the participants within this research was that of 33.

#### **2.7. Procedure**

Time was given to explain and introduce VoS to participants and they were asking many questions about support on offer. VoS is not a direct service provider and so it was important not to raise their expectations and hope as they were looking for some legal advice, financial support, leisure activities, bringing their family “Family reunion”. After the survey, VoS was explained and participants were signposted to other organisations, e.g. Together we Grow. Full support and assistance were provided to the participants in understanding the survey questions. The open-ended conversation is conducted between the participants of the study. The participants are encouraged to provide their insights and express their opinion on the topic of the study. The responses of the randomly selected participants were obtained and recorded in writing. The responses were gathered in the mother languages (Kurdish, Faris and Arabic) from the English language using the translator tool.

## **2.8. Data Analysis**

The primarily collected data were analysed by using data “Interpretative Phenomenological Analysis (IPA)”. The rationale for choosing the IPA is that the in-depth explanation of the participant’s perception about the consideration is retrieved (Smith, 2017). Firstly, how the participants expressed and observed the consideration (phenomena first). Secondly, how the researcher has carried the consideration of the participants. The detailed insights of the participants were transcribed. Thematic analysis was conducted on the data gathered from the diversified group of participants of the study. The underlying aim of using the thematic analysis is that broad and un-directional data is classified under the head of the main and specific theme to the study, which assists in making inferences on the data collected.

## **2.9. Ethical consideration**

While doing this research, the ethics was taken into consideration and not revealing personal data nor asking sensitive status questions like asylum seeks or refugee. The type of data collection method used for this report was a survey that involves interviews and verbal communication with a diverse group of people. The ethical concerns regarding the collection of data from primary sources such as self-respect and privacy concerns of participants were kept in mind throughout the research. Transparency of the data used in research is another important part of ethical consideration. The data used and gathered in this research is transparent and biasedness is avoided

during the data analysis method. The results presented by this systematic review are valid and were announced after proper analysis.

### **2.10. Limitations**

The collection of data through a survey has many advantages such as in-hand knowledge, direct contact with the participant, and many others. Despite, number of advantages this research methodology has many disadvantages. Most of the participants were non-native English speaker and was feeling difficulty in getting the essence of this study. The google translator was used to translate the responses of participants, some responses were unclear and further complicated by the translator. The sample size taken for this study was initially large but many participants had not replied and the research was conducted with a limited sample size. The conceptual understanding of many participants regarding VoS was not developed. The biggest challenge faced during this research was the cultural, linguistic, and geographical diversity of participants.

## **3. About the author**

Iman Alharithi is a refugee. She therefore brings that experience directly to these conversations and the interpretation of the findings . Time was spent as part of this process helping participants understand that she has also been through this journey.

### **3.1. Overview of the survey process**

#### **3.1.1. Challenges**

- People were reluctant to talk during the drop-in days at St. Augustines as they are there for the service and they don't want to miss their appointments. They were panicking and their focus was on their appointment with the St. Augustines team. .
- Some people refused to engage as they don't speak English. Efforts were made to build confidence by the option of google translation (camera option that can translate the written text).
- WhatsApp groups did not prove a useful method. 3 groups with more than 20 people in each group were circulated with only 6 positive responses mainly from women.
- Engaging people with special needs requires more attention. For example a deaf man where sign language was needed.
- Three responses from underage participants (under 18 - asylums) were also taken, but this number is not a good representation of this group to understand their needs.

### 3.1.2. Opportunities

- The open day at The Outback on 4th August organised by Halifax Opportunity Trust was a good venue with three people with lived experience.
- It was easy to complete the survey with men during a walking activity on 4<sup>th</sup> August. They were very excited to know about this strategy. It was a relaxed time for them while walking.
- All the people engaged with face to face felt that they finally got someone to ask them specific questions concerning their issues and they had a chance to express themselves.
- Efforts were made to get a diverse group to fill in the survey whilst avoiding asking them if they are asylum or refugee as this is a sensitive info and they might feel not ok to disclose this.
- Doing this survey identified other people and new arrivals who are in desperate need to talk to someone and share their fears.
- The Children's free shop at St. Augustines on 5<sup>th</sup> August and it was easy to talk to people there while they were waiting for food.
- The VoS chairperson conducted two surveys during Healthy Holidays activities in Todmorden.
- Most of the participants are adults aged between 25 to 54 who are willing to take community-based activities as they were targeted when they were joining activities, so these groups can be easily found on the right place and right time for originations to carry out more needs assessments.
- EbE are willing to be involved and be empowered, so they must take part in finding out info, talking to community or organisations on where they can find such chances. They need to overcome their fears and start feeling home. Organisations would change and provide chances if they see demands and lots of voices requesting support. Maybe later ?

## 4. Findings

- When talking about the needs and support of the refugees and asylum seekers, findings reveal that they are experiencing difficulties in the settlement with their families and finding suitable jobs for themselves in the UK. They want organisations and government to provide the necessary support to them in settling in the UK with their families and

suitable employment opportunities based on their skills, competencies, as well as experiences.

- The diverse languages of the refugees and asylum seekers are found to be the greatest hurdle in understanding the life of the UK. Furthermore, due to the language barrier EbE are not aware of the refugees and asylum seekers and are not able to communicate with them properly.
- People seeking sanctuary are composed of diverse experiences, knowledge, and skills. If this diversity is efficiently and effectively utilised, it will improve the productivity and as well as the economic growth of the country.

#### **4.1. Summary of Key responses received from 33 participants**

##### **4.1.1. 1. Age group**

Under 18.	3
18-24.	2
25-34	9
35-44	10
45-54	8
55-64	1
65+	None

##### **4.1.2. 2. Gender**

Male	14
Female	19
prefer not to say	none

##### **4.1.3. Have you heard the terms "experts by experience" or "people with lived experience"?**

Yes	13
No	20

It seems that most of the people haven't heard about the EbE terminology. They are called asylum seekers and refugee therefore the language should be changed to encourage them to play an active role. Most of them, they don't want to be identified as asylum seekers or refugees, they want to feel that they are human and not categorised to marginalised them in this group (asylum and refugee)

#### **4.1.3.1. Recommendations**

Majority of the people are unaware of the expert by experiences and there is very little information on information sources related to this terminology. These people are mostly known as refugees and asylum seekers. This trend must be subjected to change, and this can be done by spreading awareness among people about what these people are what they have to offer to society. charity organisations and government can play a significant role in improving this image image and reputation from refugees to experts with experience. Calderdale Valley of Sanctuary can run awareness campaigns to alter this reputation. The Calderdale Valley of Sanctuary can make experts by experience to tell their stories and experience to change their image. The organisation should provide necessary support and learning to aid EBE. Therefore, the organisation and government can work together to change this image and mindset of people by providing support and skills to sanctuary seeking people needed.

#### **4.1.4. For people who heard about this term; it means to them the followings:**

- People who have a full knowledge of specific circumstances by being through it.
- People who recently have personal experience of using or caring for people's health, mental health...etc.
- People who have experienced and survived lots of situations in life.
- You know something- how does it work and what you must do, by living in certain condition.
- People who have experience in a specific area or certain field.
- We can speak up about our situation to tell government or the world to know about us.
- When you know something based on a personal experience and share it with other people.

One of the answers I got which is broad is "When you have life experience, I think you can be best expert". This person might be optimistic and considering any life lessons is an experience that makes him/her willing to share his lessons.

The people agreed that once you have gone through a certain situation, sharing, and educating others are the best way to rise their awareness on certain issue. Hence, the EbE in each organisation is important to be inspired from their experience and avoid some failures in carrying out programmes.

#### **4.1.4.1. Recommendation**

People who have heard about the EbE has the general concept that expert by expertise are those who go through something or some situation and survived from this situation. The Calderdale Valley of Sanctuary should help these people by taking ownership of themselves and their experiences and motivating them to analyse their experience and what they have to offer to the people from coming out from similar situations based on their experiences. Calderdale Valley of Sanctuary and charity organisations working in Refugee sector should educate these people through pieces of training so that they can speak themselves and their experience to rise the awarnes of people about difficulties facing then and how to overcome such challanges. It will also help other people from similar situations in speaking up and taking ownership of their experience, which in turn will aware the general public about them. Calderdale Valley of Sanctuary should work towards developing awareness among people to provide support to people seeking sanctuary. The organisations can hold seminars, awareness programs and sessions at public platforms, and the organisation can also run social media campaigns for this purpose (Robinson, 2014). Hence, the organisation should aware general public what these people are, what they face and how society should treat them and provide support for them.

#### **4.1.5. People seeking sanctuary feedback on how they would like to be involved with community were as follows.**

- Going to St. Augustine's to see chances for involvement.
- Through organisations that work in providing sanctuary. These organisations give them integration programmes.
- Doing voluntary work.
- Meeting friendly people and making friendships with local people.
- Taking active part in activities and attending public/community events.
- To be involved with a learning center to learn skill and get to know new people.

- Undertaking some actions with other organisations if possible.
- Activities that support talented people to flourish not just focusing on providing basic needs (food, clothes).
- by offering what they can do, e.g. sharing their ideas, exchanging information which are relevant and offering advice, help and support anyway they can within the community.
- By getting paid job (refugees).
- By reaching out to vulnerable people who we are in similar situation and are new and do not know what type of support their community offers and give them the connection.
- By helping in mental health and social care.
- By starting their own business in the community.
- By providing them with opportunities to learn new things/ getting new skills.
- To share food together/ cooking.

In general, they would like to be involved by any means, helping others, sharing their own experiences, by talking, joining activities, or taking voluntary work. All they need is a window of opportunities to encourage them to be integrated with community and organisations.

Organisations should change their strategy and start think on how to best recruit EbE to join them as volunteers or employees.

#### **4.1.5.1. Recommendations**

It is not just the organisation whose support people sanctuary seeking needed, it also includes the support of other people and EbE to pass the difficult times, involve with society, get a job, make friends, provide support to the people in a similar situation, commit to voluntary work and start their own business. The orhanisations should support these people and should encourage and contact the expert by experience to provide a buddy to these people. The organisation should amend their policies and strategies and should recruit more and more EbE to volunteer or as employees to provide the best support to people seeking sanctuary. The policies and strategies should be designed so that the organisations and experts by experience can work to provide maximum support for the optimal outputs (Robinson, 2014). Hence, an organisation can support and encourage experts by experience for volunteer work to provide their support to sanctuary seeking people along with doing amendments in policies to provide full support so that these people can get the best.

#### 4.1.6. Skills and experience people seeking sanctuary have:

- Driving
- Customer service/ Voice off/ Media
- Plumber/ cooking electric maintenance.
- Software engineer, IT, Computer skills
- Voluntary skills as they help people.
- Hairdresser
- Engineering
- Chemics
- Painting / drawing portraits/ photographer
- Management in hotel and restaurant
- Car mechanics
- Speaking more than one language
- Media expert
- Cooking / chef
- Reception/ cleaning/ carer
- Sport
- Writer in Kurdish language (Stories/ poetry)
- Artistic skills
- Communication skills
- Advising skills
- Photographer
- Health and social skills
- Math and Physics. He has ICDL certificate, and has some experience using Photoshop, Autocad, Ansys, C++ and Matlab.
- Able to work under pressure and multitasking.
- Good listener and able to carry out lots of workshops around creative writing and talking therapies.
- Solicitor

- Good at organising people.
- Teaching and counselling experience for over 10 years.

EbE has the potential skills that can be utilised to uplift the community. These skills are needed in everyday life and that is why EbEs were delighted with this question for them to be seen and acknowledged. Most of the people who were spoken to particularly within this section, emphasised that they can do things though they face some challenges at organisational and national policy level. At an organisational level, they said that there is lack of communication and certain programs that can help enable them to volunteer or carry out a paid job. At the national policy level, they are obliged to achieve some level of trainings before they start to use their skills to work.

Organisations can assess the skills of people and post them to the right organisations to make them capable of using their skills.

#### **4.1.6.1. Recommendations**

Sanctuary seeking people are mostly full of skills and expertise, and this study found that they are drivers, engineers, best speakers, skilled with good communication skills, mechanics etc. The Calderdale Valley of Sanctuary should develop contacts outside the organisation in different areas to create an opportunity or to settle them so that these people can use their skill and flourish in their careers and should encourage general public to provide support for the settlement of their careers without hurdles. But before doing this, the organisation should work for their grooming and learning for their movement in the foreign society (Kirkwood, 2017). Moreover, for this purpose, the organisation should create facilities of learning programs such as language learning programs and social learning pieces of training and should work on polishing their skills so that they can move in society without any language and social gap and so that it is easier for them to acquire a job.

#### **4.1.7. Things that stop people are seeking sanctuary from getting involved in local community organisations (personal barriers and challenges).**

- Uncertainty of their future, they don't have statues.
- Fear from home office (homeless and deportation measures).
- Lack of options which makes them feel depressed.
- Job Centre to push them to work in anything even if they don't like it.
- Lack of confidence.

- Different culture and system.
- Lack of buddy support /mentor to assist them to know the local area.
- Fear of not being accepted.
- Discrimination.
- Limited English Language.
- Lack of understanding how to start life in UK or doing my business here.
- Health problems.
- Caring responsibilities.
- time and accessibility.
- New arrivals to Halifax; they have no info where to go, which organisation provide which....etc.
- being a single parent, and not much friends and family around, makes it difficult to be more involved in local community organisations.
- They can't manage issues with public services due to lack of confidence and lack of knowledge of UK public entities.
- Lack of UK qualifications.
- Unable to open bank account and lots of life difficulties facing asylum that make them think they are not useful.
- Moving from country to another or from a city to another city.
- Caring responsibilities.
- Not able to drive as asylum seeking are not allowed to drive after one year of their arrival using their own international license.
- Leaving families behind especially their sons or daughters with different ages.
- Difficulties to start all over in a new country.
- Feeling lonely and there is no support group from their regions, e.g. Latin American community in Halifax are absent unlike in London where I can feel I am part of a group and I can access volunteering chances within my community.
- No internet access to look at chances and make friendships.

Most of the asylum seekers have been in different countries and cities before they come here so they feel unstable, and they can't predict what is happening tomorrow to start planning for integration. The mental health issue is common amongst people seeking sanctuary.

The main thing that stops them is the language and they only think of their current situations.

Feeling lonely and no community support group is a challenge for people who are sociable and looking for their people to overcome some individual barriers.

Most of the people I talk to, expressed the fear of discrimination as a personal barrier as they have different skin colors and speak other languages. They mention that most people in Halifax are Pakistani that are closed groups, excluding people from outside their circle.

Some of the people associate their issues with opening bank accounts and mention that they can't pay for certain services, e.g. broadband, online shopping during Covid-19.

#### **4.1.7.1. Recommendations**

Uncertainty in future, scarcity of jobs, cultural system, lack of confidence and skills, language barriers, health problems, cultural differences, lack of trust and housing problems are some of the major issues which stop people from seeking sanctuary and from getting involved in the local community organisations. The organisation should coordinate with other organisations to create opportunities for learning and training to remove culture and language barriers for refugees. The Calderdale Valley of Sanctuary as part of City of Sanctuary and along with its partner organisations can ask the government to facilitate classes, cultural training and scholarship programs for refugees. It should also motivate general people to provide support to these people; a small act of friendship can make a great change in one's life and may enhance confidence. The organisations should coordinate with universities to provide scholarships to refugees. The organisations can use campaigns to motivate the general public to volunteer for them as they can not work legally in a foreign country. As it happened in fine land where refugees got the same opportunities by volunteering at the local retirement home, similarly a farm in the UK hires refugees and sanctuary seeking people and provides them facilities to earn knowledge in different fields like painting, cooking, weaving, agriculture, ceramics and other agriculture-related works (Refugees, 2021). However, Calderdale Valley of Sanctuary should work to enhance welcome and inclusiveness by eliminating social, language, and cultural barriers. It will help refugees to get the direction of their careers.

#### **4.1.8. Kind of support EbE wants to get from organisations/communities to be meaningfully involved with them**

- To be welcomed.
- To get some chances to volunteer and do some activities with the local organisations.
- To get some essential stuff, clothes, food,...etc
- To join family activities.
- For organisations to educate public on discrimination and racism so that people seeking sanctuary can feel they are part of a society.
- To be part of any campaign programmes to advocate for sanctuary seekers issue.
- More English language courses.
- One to one support/ mentor.
- To support in providing translation if someone goes to an appointment or facing language barrier with public services, e.g. school, GP.
- To improve organisational communication for info accessibility.
- To expand the services with organisations so that I don't need to pay for solicitors to family reunification.
- To help providing financial support especially to people seeking asylum as they get insufficient amount of weekly support from Home Office.
- To simplify the recruitment process for people seeking sanctuary and help them with job applications.
- To prepare sanctuary seekers for the marketplace by providing essential trainings, e.g. safeguarding, food safety...etc.
- To support people to start community groups to socialise especially from their home county/ same region.
- More programmes and activities in engagement with local people.
- Tailored support for individuals to upscale their skills and provide them with further trainings, courses, and opportunities.

The support sanctuary seekers are looking for varies by their individual needs based on their refugee/asylum journey. For new arrivals their needs are to get buddy support to know the local area and where to access the services, they also look for some leisure activities for families as their

financial situation is not good. For refugee, they want support with employment, establishing their business. Most of the sanctuary seekers agree that they want to be supported to learn the language in any means.

#### **4.1.8.1. Recommendations**

The EbE can be a great help in providing support to people seeking secretary. They have personal experiences about the challenges and barriers refugees face in foreign society and what these people should do in these circumstances. Engaging people who were directly subjected to the problem makes the organisations dealing with these circumstances worthwhile as these are the people who know about this matter the most and can make an important contribution to the organisation's planning, decision and strategy making and discussions. The organisation should do whatever it takes to get help from an EbE. Calderdale Valley of Sanctuary can do so by removing barriers the EbE has to face. This can be done by educating them, providing them special classes and training through that aid in enhancing skills of communication and public dealing, elevating their language efficiencies. The organisation can match skills, abilities, knowledge, education and experiences with the requirement of the refugee's group (Hampton and Wadud, 2021). However, the expert by experience may be reluctant to support due to deficiencies in skills or low confidence, and the organisation should support and provide trust to EBE and help them to enhance their set of skills. This will help them in building confidence in providing support and help to the refugees. Hence, the organisations should support and involve experts by experience by enhancing their set of skills and knowledge in a different area through various learning programs.

#### **4.1.9. How likely EbE are willing to take initiative and get engaged with organisations, communities, groups, voluntary work!**

Very likely	15
Likely	11
Neither likely nor unlikely.	2
Unlikely	5
Very unlikely	0

Most of the participants are willing to take part but to what extent they are committed and serious in undertaking some roles need some analysis. Though they want to be involved, they mentioned that lots of barriers are holding them back such as the language and their personal

circumstances. So this question is tricky to ask as they put likely based on something they wish for but once I made the conversation, the question of how serious or ready they are should also be asked.

#### **4.1.10. General difficulties and challenges facing people who are seeking Asylum/Refugees to be engaged.**

This is not a personalised question to the participants of the survey as we have already got their obstacles, rather this question was asked to get a wide picture of the rest of people seeking sanctuary since the participants are interacting with their peers and have background on the most challenges and issues facing this group.

- The language.
- Their asylum case and frustration with the home office.
- Sitting in home until they receive their visa and not willing to do anything else.
- Long time wasted waiting for home office decision/visa.
- Limited money given to people seeking asylum.
- People seeking asylum are not allowed to work.
- Shortages of knowledge on how to proceed study at university and what to do in enrolling in an academic institution.
- Not feeling secured as they don't know what is happening the next day with their cases and feeling of being sent back to home country.
- Different culture.
- Mental health issues.
- Fear of making new relationships and commitments.
- Lack of skills.
- Lack of Trust.
- Housing issue

Most of the asylum seekers can't cope with the system of the home office, and they feel frustrated, not willing to be committed for long term as they live in uncertainty.

Lack of trust has been mentioned by quite few people as they volunteer and give the organisation but once they need something they are not being prioritised and they wait long for their issues to be supported. They think if they volunteer with St. Augustines they should be given a priority and

to be supported at the same time/day. Hence, more trust measures should be taken along with awareness rising on the operational systems of organisations. Managing expectations are the key factor to build trust and confident amongst sanctuary seekers.

Some individuals finding difficulties in accessing the right info and finding a good peer to guide them to the right source especially young people who wants to proceed studying or working.

#### **4.1.10.1. Recommendations**

It is always somewhat a situation of great distress when it comes to the adaption of the foreign culture, language, phycological and social norms such as stereotyping, differences in elastic time conceptions, punctuality, politeness codes, daily behaviours, and offensive gestures etc. Even if people seeking sanctuary are experts in their home countries, they become skill-less in foreign countries due to language and cultural gaps. The organisations are needed to work in this area as these people have to become self-dependent sooner or later. Intercultural and language training programs are very helpful in this situation. Expecting positive and friendly behaviour from their side is too much to ask for when one is homeless, jobless, facing discrimination, phycological distress and unable to understand the language. All this situation leads to frustration, mental distress and trust issues, in all these circumstances the organisation should understand and support them. Organisations should ask for help from their local government to provide scholarships to the children and youngsters among the refugees. It should work for polishing their skills and providing the required set of skills to move in society quickly (Fleming, 2021). However, the organisations should also work to provide them with a healthy environment to learn and earn, and to do so the organisations have to locate their skills, and in some situations, it has to add up in their set of skills so that these people can develop their trust on the support their organisation provides.

#### **4.1.11. The motivations for sanctuary seekers to be an active individual and willing to be engaged.**

- Getting experience and do an activity that I enjoy the most.
- Having a right to work and live in UK (Getting status)
- Being with the community.
- Engaging in music/ drawing/ writing activities with group of people.
- Talking to faith group.
- Making friendship.

- Acquiring new skills.
- To know the area and the local people.
- Spend time with people and get to know each other.
- Building relations.
- Getting financial incentives.
- The feeling of being of help within the community.
- To have a place to identify us as an important people and get to feel that we are appreciated.
- To get out of the house as sanctuary seekers used to work in their home countries.
- Learning new skills and acquiring knowledge.
- Improving communication.
- Working with kids.
- Getting Attention, Empathy and making friendship.
- People seeking sanctuary are motivated by the people who get their services/ work.

Motivations vary from one to another, depending greatly on what they look for and what makes them feel like they want to give to society.

Sanctuary seekers are motivated by the fact that they get a group of their community or going to a faith group to be uplifted and forgot about their issues. Giving back the community has been agreed on by the most as they were supported, and it makes them happy to be of help.

Each organisation could assess what keeps people interested and motivated to be engaged and tailor their support pack to give more attention to what keeps individual maintain their level of support. Furthermore, organisations that carry out facts and findings are those that are willing to adopt their strategies and policies to meet the demands of people, e.g. financial incentives.

#### **4.1.11.1. Recommendations**

The organisations should make its structure so that it makes it easier for the sanctuary to live confidently. The organisations can hold workshops and activities to boost the motivation and enthusiasm level of these people. The organisations should also provide language learning and social dealing facilities, which will help them collect the courage to go out and work. The organisations could also involve them in decision making, face to face conversations and leadership activities. It will help them break barriers and go out and face the world. Conversations are critical steps that allow motivating sanctuary seekers to be active individuals and willing to be

engaged. In this way, organisations can analyse the area they are interested in working in according to their needs and motivate them. Intercultural training can also be provided to eliminate their fears of facing a foreign society (Alfadhli, Cakal, and Drury, 2019). Hence, the organisations should treat them as subjects instead of dealing with them as objects. Essential language learnings and pieces of training should be provided so that they can enhance their engagement and interest in works and this will help them in their careers in future.

#### **4.1.12. List of ideas of participants on how they would like to be empowered to play a role within their community**

- By giving a chance for them to help in small projects.
- To be able to Work /Volunteer with local people so that they can learn the language.
- To proceed with their academic studies.
- Full English time study programme (5 days-7 hours per day).
- A chance to talk to people face to face.
- Sharing their skills and experience by any means.
- Building their confidence.
- Some educational courses for people seeking sanctuary to build their knowledge on the UK system and life in UK.
- Training on how to start a business.
- To be supported mentally as people seeking sanctuary have gone through difficult stages, e.g. rejection, courts and family behind to think of...etc
- Financial support to start doing a business.
- Trainings/ workshops for each individual needs (communication, leadership, hairdressing, IT, ...etc) and sharing info on where to get these trainings in basic English language.
- Financial support to cover their transportation cost, snacks/meals when they do voluntary work.
- More voluntary opportunities.
- To take strategic volunteering roles,e.g. trustee, evaluation, monitoring and other policy level role in order for them to be a voice to the most voiceless people
- Enabling mode of communication
- By being reimbursed for their contributions.

Most of the participants emphasize on the idea delete that language is the key for them to be empowered, so they suggested if making English course compulsory and intensive courses could be looked at by the college or any other organisations that teaches ESOL.

Lots of them highlighted the fact that they need further trainings and to attend workshops preferably face to face so that they can learn new skills, get knowledge, get to know other people and build their confidence as they want to feel like they are capable of doing something.

It is quite interesting that some of them are passionate enough to take strategic roles and be a representative of those who are behind them. So, good representations of EbE should be considered/adopted whenever possible.

#### **4.1.12.1. Recommendation**

Language classes should be provided to the people seeking sanctuary. These classes will eliminate communication problems and make it easier for them to communicate and do daily chores. Language learning will aid them in starting their lives all over again, usually without communication and other gaps with the society as language is the mode humans use to express themselves. Language class will provide them with a safe environment and something to work in. Learning a foreign language will also give these people a way to separate themselves from their pain and emotions and make them feel safe and help them understand their social needs in general. It helps in expressing feelings and stories that are painful without feeling bad. The organisations can make old refuges to help new people to help them in their daily needs and works. It will reduce their fear and help them go through processes without any distress. Therefore, the organisations should also work on locating the talent in the refugees and should use it for the growth of refugees and companions.

## **5. Conclusion, Recommendations, and Limitations**

### **5.1. Conclusion**

The report has identified the needs of people seeking sanctuary for Calderdale Valley of Sanctuary to address some of the issues facing people seeking sanctuary and therefore develop a solid strategy for EbE to be shared amongst organisations. It has provided a detailed overview of the process of surveying with EbE and helping organisations to understand the difficulties in collecting feedback. The report sets out main findings and recommendations for member and supporter organisations to develop their strategies and action plans based on the findings. Language barrier is the main

hurdle that should be eradicated when understanding the needs of sanctuary seekers and providing support to them through the organisation. In short, the diverse skills, experiences, and competencies of the refugees must be utilised effectively and efficiently, so that they can continue serving themselves, organisations, and the community as a whole.

## **5.2. Recommendations**

To overcome the language barrier, the organisations must conduct proper training sessions, seminars, and programs. Both the organisation and government can work together in providing employment opportunities best suited to the skills and experiences of the sanctuary seekers and support in the settlement in the UK. The organisations should work on identifying and locating the talent in the refugees and should use it for the growth of refugees and companions. The organisation must also conduct need based assessments especially for the disabled and young people. It is presented that not all the people can go to St. Augustine's or any support group as they have some responsibilities, e.g. carer or things that hold them back from going there. So, the organisations should carry out its task of identifying those who are behind and not presented or supported. Dispersals of the people in Calderdale's Upper Valley should be targeted and reached out so that they don't feel isolated. Travel costs to Halifax for them to join activities should be considered for reimbursements.

## **5.3. Limitations**

- The study relies on the Qualitative research design only. Future research may be conducted on both Quantitative and Qualitative (mixed-design) research designs.
- Data was gathered from a small sample size of 33 participants. Future studies may collect data from more than 33 participants.
- The study is limited to only "Calderdale". The findings of the study are not applicable in any other cities/ towns.

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