Since the 2016 review, most services have survived and developed – there are substantial achievements. The Sanctuary is a thriving city centre social facility where many services can be accessed. There are significant increases in partnership working, information sharing and coordination between service providers. Specialist legal advice and support is still limited, as is specialist mental health support. Both are a priority if service users are to progress their situation. The Refugee and Migrant Forum is a lively monthly meeting place where people come to share information and work together. Partnership working needs to develop still further, as does promotion of people with lived experience of migration into leadership roles. Individuals who work in the movement are committed and robust, but their wellbeing must not be taken for granted. Continuously chasing short term funding is demoralising and counter-productive. For the movement to be resilient and to continue to thrive requires greater focus on strategic leadership, including working creatively with funders. A funded enabling project is required to take the recommendations forward.

Review of Needs, Services and Facilities for Refugees, Asylum Seekers and Migrants in Sheffield

March 2020

The RASM Review team
Ibtisam Al-Farah, Marcella Amita, Mike Fitter, Milan Bijelic, Rodrigo Edema, Tallyn Gray, Winnie Lutakome
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History and context

2016: The Northern Refugee Centre (NRC) closed in January 2016, causing a crisis in service provision. Key organisations and individuals came together to develop an urgent and strategic response, and commissioned a review which led to valuable new developments.

2019-20: No crisis other than the everyday crises created by the intensified invasion of the hostile environment; being refused asylum resulting in destitution, liability for NHS charges and possible detention and removal; 28 day ‘move on’ period for people granted refugee status to secure housing, open a bank account, claim benefits etc.; high cost of obtaining leave to remain and citizenship; more citizens feel conscripted as de facto immigration officers.

City of Sanctuary Sheffield (COSS) and Sheffield City Council (SCC) jointly commissioned Cohesion Sheffield to undertake a review of needs and services, partially funded by SCC, carried out by a team mostly with recent lived experience of migration.

Why are we doing this now?

To help Sheffield review needs and services for people seeking refuge, those granted leave to remain and EU migrants in Sheffield who may be at risk due to Brexit.¹

By learning together to identify what is working well, what needs further development, and to identify strategic actions and recommendations.

For this to be useful for stakeholders:

- Organisations, groups and individuals working in the sector and movement
- Funders who are considering supporting it
- Researchers and others who wish to learn about needs, services and the review processes

Methodology

The Review has distinctive features.

1. It applied two different methodologies that were combined to provide both
   a) A linear review process producing finding and recommendations for longer term development; and
   b) A dynamic feedback process so that learning could be reviewed and applied during the review period, and then progress from this reported as findings and recommendations.

2. The review team of seven had a majority of members with recent lived experience of migration. This had a significant impact on the review – its process, engagement with stakeholders, and in findings and recommendations.

The review involves

- Feedback from users/members obtained via surveys, focus groups and group discussion.

¹ During two learning/training sessions for the review team on research methods led by Dr Lucy Mayblin at University of Sheffield, it became clear that those with recent lived experience of migration were not comfortable with being described as refugees, asylum seekers or migrants. We have made a decision not to describe people in this report by these words which imply an identity, using instead phrases that describe a person’s situation or status in the UK legal system.
Information from service providers obtained by written documentation and interviews.

Stakeholder meetings with service providers to consider preliminary findings and identified priorities for development; to review and learn together, to agree strategic priorities.

Through dialogue with stakeholders, identifying learning and agreeing issues where action can be initiated while the review is in progress. Details of the information collected and learning arising are presented in a stakeholder supplement to this report, available as an electronic document.

Review of learning, findings and recommendations with the Project Advisory Group.

In this way the review has the developmental character of an action research project, initiating change through feedback and learning; the review has a summative character presenting findings and recommendations to stakeholders.

It is intended that the findings and recommendations of the review will provide a strategic framework guiding development in the sector / movement over the next 3 to 5 years.

Changes external to the sector that impact on it

- The impact of the Hostile Environment has continued to bite, though the ‘Windrush scandal’ has, at least temporarily, increased scrutiny. A specific group of historical migrants and their descendants, for whom there is considerable public sympathy, have been revealed to have received shocking treatment as a direct consequence of the culture, rules and procedures of the hostile environment. The Home Office regrouped and rebranded in the face of evidence of inhumane treatment and public reaction, but there is no evidence of substantive change.

- Provision was made in the Immigration Act 2016 to extend No Recourse to Public Funds from single refused asylum seekers to families, which would have resulted in children being destitute and homeless on the streets. Possibly due to reaction to this, including from Sheffield City Council, this provision in the Act has not been implemented.

- BREXIT – In the immediate aftermath of the Leave vote in the June 2016 EU referendum there was an increase in Hate Crime, apparently because some people felt their anti-migrant views had been validated. Conversely, over the past three years the anti-migrant headlines in the popular press that reinforced anti-migrant sentiments have decreased². Migration as an issue is now lower on the public’s political agenda than ‘Leaving the EU’, ‘Health’, ‘Environment’, and just below ‘Crime’³. In March 2020, having ‘left the EU’ there are indications that the government is raising the profile of migration as an issue in the public mind, perhaps because it is now an easier issue to achieve results with than ‘health’, ‘environment’ or ‘crime’.

- BREXIT implementation - The government elected in December 2019 has taken the UK out of the EU. The implication for government policy on migration is not yet clear. One view is that the economic benefits of migration will be more widely expressed, but that ‘undesirable migrants’ will be a renewed target for a hostile response, to counter balance the need to welcome the ‘good migrant’. ‘Undesirable migrants’ will include undocumented migrants and those with a criminal record.

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² [https://www.theguardian.com/media/2020/jan/26/migrants-are-off-the-agenda-for-the-uk-press-but-the-damage-is-done](https://www.theguardian.com/media/2020/jan/26/migrants-are-off-the-agenda-for-the-uk-press-but-the-damage-is-done)
• There is no reason to believe that the current challenges on the asylum and refugee journey will become any easier.

• A new vulnerable social group is likely to be Roma EU nationals living in the UK who will have difficulty establishing their status in the UK through the time limited EU settlement scheme. This could lead to the mistreatment of people on the scale of the Windrush scandal. There are an estimated 6,000 Roma in Sheffield, mostly from Slovakia (Migration Yorkshire Report, 2017)\(^4\).

• Right to Rent legislation, which requires landlords to check potential tenants’ immigration status, was challenged in court by the Joint Council for the Welfare of Immigrants (JCWI) and found to be unlawful for breaching human rights (https://www.bbc.co.uk/news/uk-47415383), but the government is appealing the decision. The case returned to court on 15\(^\text{th}\) January 2020. JCWI say “Investigation after investigation has shown that Right to Rent causes racial discrimination - you can see our own research\(^5\). But the Government refuses to listen. It ignores the overwhelming evidence. It tries to shift blame onto those who are carrying out its instructions. And, most dangerous of all, the Government argues that any racial discrimination caused can be 'justified' for the sake of its agenda.” (JCWI Newsletter, 14/01/20)

City of Sanctuary Sheffield (COSS)

• COSS is the charity that founded the city of sanctuary movement in Sheffield in 2005. Its primary purpose is to create a movement promoting Sheffield as a city of hospitality for people seeking asylum and to raise awareness of the refugee experience, the situation in Sheffield and more widely.

• This led to the creation of City of Sanctuary UK, an umbrella organisation that supports the development of a network of groups, which includes villages, towns, cities, schools, universities and regions across the UK and beyond.

• From 2012 COSS became a service provider initially staffing the Welcome Desk, then in 2015 coordinating the Victoria Hall Drop-in; in 2018 establishing and opening The Sanctuary.

• COSS holds a coordinating role in the movement, chairing the Refugee and Migrant Forum. The movement behaves as a loose network of groups and organisations that self-identify as part of a city of sanctuary.

In 2014 City of Sanctuary UK held a summit at which it created ‘The Birmingham Declaration’

1. All asylum seekers, refugees and migrants should be treated with dignity and respect.
2. A fair and effective process to decide whether people need protection should be in place.
3. No one should be locked up indefinitely.
4. No one should be left sick or destitute in our society.
5. We should welcome the stranger and help them to integrate.

These principles guide the movement in Sheffield, and act as a framework for this Review.

\(^5\) https://www.jcwi.org.uk/passport-please?utm_source=JCWI+-+Subscribers&utm_campaign=4790837b8e-EMAIL_CAMPAIGN_2020_01_08_03_09&utm_medium=email&utm_term=0_08f6671fed-4790837b8e-1259720477
Important numbers in Sheffield (demographics)

Limited demographic information is available on people with refugee status and those seeking it or refused it.

The most readily available data, reported by Migration Yorkshire, is on people seeking asylum who are receiving Section 95 support – that is, Home Office support (mostly housing, for some 5% with subsistence allowance only) while awaiting the outcome of their asylum application. In 2019 there were approximately 800 such people in Sheffield.

Data is not available on numbers refused asylum, or those granted it locally. Local projects provide services to these groups (for example, ASSIST to those refused asylum who become destitute, SPRING to those granted asylum with 28 days to move on and British Red Cross to both groups) but not all will access these services. During the year 2018-19 ASSIST supported 147 clients. SPRING supported 771 clients during 2019. BRC supported in Sheffield, 293 new beneficiaries and 254 returning beneficiaries during the year to July 2019. Families who are refused asylum do not become destitute because Section 95 support continues while they have a child under 18.

Data is available on people who arrive in Sheffield with refugee status, through the Gateway programme and the Vulnerable Persons Resettlement Scheme (VPRS) or as unaccompanied asylum seeking children (UASC) supported locally.

Around 75 people arrive in Sheffield each year on the Gateway Protection Programme (support for 1 year). Around 275 people have been resettled in Sheffield through the VPRS scheme (support for up to 5 years) over the 4 year period to March 2019. This represents some 15% of the number resettled in Yorkshire & Humber.

In 2018 some 30 unaccompanied asylum seeking children were dispersed to the care of the local authority in Sheffield, some 12% of the total in Yorkshire & Humber.6

For further details see section on the Refugee Council in the stakeholder supplement.

EU nationals in Sheffield and applications for settled status 7

<table>
<thead>
<tr>
<th>City</th>
<th>EU nationals (2018)</th>
<th>A8 + A2 EU nationals (2018)</th>
<th>EUSS applications completed (Sept 2019)</th>
<th>% applications completed of all EU nationals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leeds</td>
<td>40,000</td>
<td>19,000</td>
<td>15,230</td>
<td>38</td>
</tr>
<tr>
<td>Bradford</td>
<td>21,000</td>
<td>18,000</td>
<td>8,540</td>
<td>41</td>
</tr>
<tr>
<td>Sheffield</td>
<td>29,000</td>
<td>16,000</td>
<td>7,520</td>
<td>26</td>
</tr>
<tr>
<td>Doncaster</td>
<td>17,000</td>
<td>16,000</td>
<td>5,770</td>
<td>34</td>
</tr>
</tbody>
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Sheffield has a lower percentage of completed applications (26%) than other Local Authorities in the region – this may be due to the higher proportion of EU national Roma residents.

Data for the period up to 31st December 2019 indicates that for Sheffield completed applications, 64% receive Settled Status and 35% Pre Settled Status 8.

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6 Migration Yorkshire [2019] Sheffield Local Migration Profile. Migration Yorkshire: Leeds
https://www.migrationyorkshire.org.uk/?page=localmigrationprofiles


Not registering puts people at risk, and receiving Pre Settled Status could also, unless actively followed up. There are a substantial number of Sheffield residents potentially at risk.

In addition to EU citizens there are many people who have migrated to Sheffield from outside the UK (first generation migrants). Many more, born in the UK, are children of migrants. The Windrush crisis has shown that in a climate of hostility, changing legislation and immigration rules, people who believed they had no reason to be concerned about their right to remain, discover they are vulnerable.

**Achievements**

In the national political context of austerity and anti-migrant sentiments, the survival and continuing development of existing organisations and projects, plus the development of new ones, is a significant achievement. The increasing activity and collaboration is a tribute to the extraordinary commitment and skilful work of many individuals, groups and organisations.

There are now 23 Sheffield based city-wide organisations / groups providing direct support to people with refugee status or those seeking it. Some of the 23 also provide neighbourhood-based services and support, more so than in 2016. The Victoria Hall Drop-in continues to provide a weekly multiagency service, and a new facility - The Sanctuary – is now a thriving city centre resource, set up in response to recommendations in the 2016 review.

An important achievement is increasing partnership working between provider services, mostly within the voluntary, community sector, and with key local authority services.

Organisations and groups in the movement have a campaigning and advocacy role – for some it is their main activity, for others that provide direct services to clients, it is important for policy work promoting systemic changes, which can have more impact than case work alone.

There are limited but developing facilities to support EU citizens potentially at risk due to Brexit. These facilities and developments also have the potential to bridge an existing separation between city-wide and neighbourhood-based services and facilities.

The Asylum Journey (AJ) is a significant achievement. It was originally developed for gap analysis. It is now an information resource - [https://asylumjourney.org.uk/](https://asylumjourney.org.uk/) - maintained and updated by COSS, initially with funding from Sheffield City Council, now funded by Awards for All. It provides a valuable overview and details of facilities, organisations and groups that provide services to asylum seekers and refugees in Sheffield, in addition to its primary purpose as a searchable tool for use by service providers and support workers / advocates. **This important resource needs longer term funding to maintain its usefulness.**

**Providers of services to people with refugee status and those seeking it**

(further details are provided in the stakeholder supplement)

ASSIST Sheffield [https://www.assistsheffield.org.uk/](https://www.assistsheffield.org.uk/) - is a community-led charity working to provide some support to destitute asylum seekers in and around Sheffield since 2003 in order to help offering solidarity, support and hope in the form of accommodation, advice and access to essential services. It has a large and generous community of donors, volunteers and fundraisers.
ASSIST in numbers – 2018-19

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>59 clients slept at our night shelter</td>
<td>33 clients housed with weekend hosts</td>
</tr>
<tr>
<td>Our weekend hosts provided 270 bed nights</td>
<td>52 clients were accommodated in a house</td>
</tr>
<tr>
<td>59 clients accompanied to 300 appointments</td>
<td>772 food bank referrals</td>
</tr>
<tr>
<td>99 referrals to the Archer project</td>
<td>138 emergency payments</td>
</tr>
<tr>
<td>147 clients received welfare payments / bus passes</td>
<td></td>
</tr>
<tr>
<td>24 clients moved on to statutory support</td>
<td>10 clients granted leave to remain</td>
</tr>
<tr>
<td>Our long term hosts provided 1318 bed nights</td>
<td>180 av. no. bed nights per client in any house</td>
</tr>
<tr>
<td>Help Desk responded to 640 individuals in 1612 appointments</td>
<td></td>
</tr>
<tr>
<td>334 volunteers in 15 teams</td>
<td>3000 hours of voluntary work a month</td>
</tr>
<tr>
<td>353 participants in our volunteer training</td>
<td></td>
</tr>
</tbody>
</table>

Clients

147 people supported from 35 different countries - 28 female, 118 male

Anti Trafficking and Labour Exploitation Unit (ATLEU) - [https://atleu.org.uk/](https://atleu.org.uk/) - a charity providing legal representation to victims of trafficking and labour exploitation with offices in London and Sheffield. ATLEU assists victims to obtain safety, recovery and redress.

**Benefit**

Victims obtain compensation, vindication and empowerment by seeking formal redress from their employers and traffickers in the employment tribunal and county court. Regulating victims’ immigration status breaks cycles of exploitation; securing housing, treatment, financial and social support promotes victims’ physical and psychological recovery.

**Service**

ATLEU delivers a comprehensive and dedicated service to victims helping them find legal solutions to their complex problems. This includes advising victims on their immigration status and assisting them to apply for asylum or other forms of lawful residence; securing appropriate and safe accommodation, financial support and treatment from local authorities, the Home Office or other statutory bodies; and obtaining compensation from their traffickers or the state.

**Approach**

We aim to develop jurisprudence to enhance victims' rights. We adopt a strategic approach to litigation identifying test cases to further develop the legal protections for victims and hold public authorities to account, including the police, border agency, criminal injuries compensation authority and social services.

**Victoria Hall Drop-in**

Recently ATLEU began attending the Drop-in to provide legal advice in trafficking related cases.
British Red Cross (BRC) [https://www.redcross.org.uk/] - support refugees, asylum seekers, refused asylum seekers and vulnerable migrants. It is a national organisation with a Sheffield base.

**Our Refugee Support and Restoring Family Links services** seek to:
- Reduce destitution and exploitation
- Restore family links and facilitate reunion
- Challenge stigma and build inclusion
- Ensure protection and empower people to make positive decisions to regain control of their lives

**Numbers: Aug 2018 to Jul 2019**

<table>
<thead>
<tr>
<th>Description of activity</th>
<th>Delivery location</th>
<th>Number of cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptional cases referred to SYRLJ</td>
<td>BRC (SY)</td>
<td>7</td>
</tr>
<tr>
<td>Initial Needs Assessments conducted by BRC (inc. for returning beneficiaries)</td>
<td>BRC - Sheff</td>
<td>254</td>
</tr>
<tr>
<td>No of new beneficiaries</td>
<td>BRC - Sheff</td>
<td>293</td>
</tr>
<tr>
<td>Service Users receive complex case work / support</td>
<td>BRC - Sheff</td>
<td>79</td>
</tr>
<tr>
<td>The number of clients referred to immigration / solicitors from BRC</td>
<td>BRC - Sheff &amp; Roth</td>
<td>22</td>
</tr>
<tr>
<td>Number of PAP letters sent out</td>
<td>BRC - Sheff &amp; Roth</td>
<td>7</td>
</tr>
<tr>
<td>Number of successful PAPs</td>
<td>BRC - Sheff &amp; Roth</td>
<td>4</td>
</tr>
</tbody>
</table>

For other BRC regional and national projects providing services in Sheffield and sitting within the SY Refugee Support Team, see electronic supplement for details.

**Citizens Advice Sheffield (CAS)** - advocacy services to provide a free, independent and confidential service for people who need independent advocacy support. Most of our work is now provided through Sheffield Advocacy Hub, in which we are the leading partner. We operate advice services at local venues across the city.

- Our Help to Claim service can support the early stages of a Universal Credit claim, from the application, through to first payment.
- A free and impartial government service about defined contribution pension options. Pension Wise only provides guidance on defined contribution pensions.
- Citizens Advice consumer service can tell you what your rights are and offer impartial advice.

**Clients and numbers seen of particular relevance to the RASM review**

Refugees claiming Universal Credit - up to September 2019 around 450 refugees have been supported, while a 2-year target is 650.

Services for refugees are provided within the SPRING project.
CAS is responsible for Increased Specialist Advice for Refugees related to Welfare benefits and Income maximisation. In order to do this, CAS works more closely with DWP, COSS, Job Centre Plus and Housing Support.

**Important developments**

CAS is specifically proud of its successful campaign resulting in the provision of a NON online application for Universal Credit for Refugees, an example of improved public policy. In Sheffield, this is done via conference call from CAS office, and is currently unique nation-wide.

CAS is working on the EU settlement scheme with funding from the Home Office through Law Centres Network to advise and support on settlement applications particularly for vulnerable people, working closely with DWB, offering them support on any emerging immigration issues.

CAS provides advice and support on Windrush compensation applications.

CAS provides immigration advice and limited casework (up to OISC level 3 but with the majority of advice being done at level 1 and 2) on a range of issues including settlement claims including discretionary and outside the rules, family reunion, citizenship and naturalisation applications and a small number of claims involving domestic abuse.

Our service is currently not extensive, because of resources available, we are keen to enhance it.

---

**City of Sanctuary Sheffield (COSS) [https://sheffield.cityofsanctuary.org/](https://sheffield.cityofsanctuary.org/)**

**Service Facilitation**

We run The Sanctuary, a welcoming and open one-stop shop, where asylum seekers and refugees can come for information, advice and support. It is somewhere they can feel safe—whatever their race, religion, sexuality, status, political opinion, mental or physical ability.

COSS also hosts and co-ordinates a weekly multi-agency Drop-In, every Wednesday. This helps welcome newly arrived migrants and points them towards services, as well as connecting refugees and asylum seekers with crucial services, including health checks, a clothes bank and free barbers. The Drop-In brings together partner organisations (including ASSIST, CAS and BRC) in one place.

**Raising Awareness**

We deliver awareness-raising and educational activities in schools and communities across Sheffield and the surrounding area, enabling young people to meet refugees and, through hearing their stories, gain a better understanding of migration. Our awareness coordinator (a refugee and expert by experience) delivers sessions to challenge the preconceptions others have about refugees and asylum seekers. In doing so we create champions who will support our fight for the rights of refugees and asylum seekers. We also encourage schools to become Schools of Sanctuary, with teachers, staff and students – supporting everyone as equal, valued members of the school community.

**Advocacy and Partnerships**

COSS advocates for the rights of refugees and asylum seekers in the United Kingdom, in accordance with the principles laid out in the [Birmingham Declaration](https://sheffield.cityofsanctuary.org/) of the 2014 Sanctuary Summit. We build partnerships with local charities, universities, voluntary organisations and faith groups, as well as with local government bodies.

We host the monthly Refugee and Migrant Forum, a regular meeting of individuals representing groups, institutions, and legislators, which coordinates and feeds information in the city back to Sheffield City Council’s Cohesion and Migration Partnership Group.
Community Immigration Solicitors

Kathryn Hodder is a specialist immigration, asylum and nationality solicitor. She attends the Victoria Hall Drop-in on Wednesday afternoons to give advice and sees clients at The Sanctuary between 1 and 1½ days a week. Referrals are by word of mouth from The Sanctuary, CAS etc.

Most clients originally claimed asylum and are now either refugees, refused asylum seekers, asylum seekers granted Discretionary Leave before July 2012, or granted 30 months on the 10 year family route since July 2012. A few are non-asylum seekers without leave. A lot of Kathryn’s work is family-based on the 10-year family route to settlement.

Work includes some naturalisation and child registration, EEA Residence card, EU settled status, refugee settlement, entry clearance, refugee family reunion (complex referred from SHU), Discretionary Leave settlement, one asylum claim, a few fresh claims (asylum and/or Art. 8) SET(LR).

Appeals for RFR, spouse entry clearance. Applications to lift recourse to public funds, 30 Refugee Travel Documents, passport applications, a few Indian visas.

Clients are generally either without incomes, on benefits, a minority employed on low incomes, sometimes with poor English skills, no education, four with severe mental health conditions, people without permission to work, 3 x HIV positive, a range of physical illnesses.

Conversation Club – http://www.conversationclub.org.uk/

For refugees and asylum seekers the club offers English practice and some basic English teaching together with quite a lot of orientation and cultural input plus fun, welcome and friendship.

For volunteers it provides an opportunity to get to know people from around the world, to develop understanding and empathy with refugee issues, and to make a positive contribution. It is perhaps due to the initiating group’s emphasis on friendship that the conversation club has developed the way it has.

Activities: The branches of our tree are spreading into the whole of the Sheffield community. The Peak Park have funded and joined us for walks into the Peak District. Local schools invite our members to talk to their students. We encourage the many skills of our members by producing newsletters, film discussions, forming links with other community groups. We broaden horizons by organising cultural outings to museums, films, other cities, archaeology sites, exhibitions,

Department of Work and Pensions and Job Centre Plus (DWP /JC+)

Jobcentre Plus is a government-funded employment agency and social security office whose aim it is to help people of working age find employment in the UK. It is a part of the Department for Work and Pensions (DWP). There are 3 JC+ offices in Sheffield.

Jobcentre Plus provides resources to enable job-searchers to find work, through Jobpoints (touch-screen computer terminals), Jobseeker Direct (telephone service) and the Jobcentre Plus website. They offer information about training opportunities for the chronically unemployed. They administer claims for benefits such as Income Support, Incapacity Benefit, and Jobseeker's Allowance.

Importantly for people granted refugee status, they issue National Insurance numbers having checked identity papers, personal circumstances and reasons for needing one.
Sector and movement organisations that work with DWP/JC+ include RC, SPRING (SAVTE, LAASLO), COSS (Drop-in), CAS, BRC, Snowdrop and Migration Yorkshire.

SAVTE provided free training for JC+ staff on how to communicate with clients for whom English is not their first language. This was excellent, enabled important learning. More is wanted, but don’t have a budget to purchase it (£250). Have no budget, and extremely difficult to access funds for this type of activity. NB Small amount of funding could be very cost effective!

Development Empowerment for Women’s Advancement (DEWA) was established in Sheffield in 2010 by a group of women committed to promoting equal access to rights and opportunities for refugee women in South Yorkshire.

The maiden project was the publication of the now sold-out book “Different Cultures, One World: Women’s Voices from South Yorkshire” which amplifies the voices of women of various backgrounds, including refugees & asylum seekers.

**Purpose and way of working:**

- Supports women forced to flee their countries to rebuild their lives in their new country
- Helps women and girls to reach their full potential through skills and capacity building
- Influences policy through advocacy that is informed by research
- Offers training and workshops to organisations working with women and girls
- Works collaboratively with organisations of similar values and ethos to synergise efforts of achieving women’s advancement such as City of Sanctuary, Why Refugee Women, Immkan – London, SYMAAG

“We worked closely with Why Refugee Women project at Asylum Aid and were one of their active members in the national campaign “Protection Gap Advocates”. Together our most significant impact is that the Home Office now provide childcare at asylum interviews. Together we also won the Charity Awards 2019 for campaigning and advocacy. This was a major recognition of our work.”

DEWA project team would love to extend and strengthen their working partnerships with other organisations that work with asylum seekers and refugees and look forward to accessing desk space where women and the DEWA project team hope to feel welcome and comfortable.

GAFS: Gay Asylum Forum Sheffield [https://www.facebook.com/GAFSheffield/](https://www.facebook.com/GAFSheffield/) is a Sheffield based community group which supports gay, bisexual, trans and queer refugees and asylum seekers. The group was set up with support from Lesbian Asylum Support Sheffield to address the specific needs and offer a community space for GBTQ+ (hereafter referred to as queer) refugees and asylum seekers, who are often unable to find support from other people from their home country or the larger queer community.

- GAFS provides an accepting community for queer refugees and asylum seekers who often face social exclusion from wider refugee/national and queer communities. This can create isolation for our members which can create or contribute to mental health problems. GAFS aims to tackle this isolation by providing a group chat to allow for regular discussion among our members as well as social events and meet ups.
- We sign post our members to relevant services such as where they can receive legal advice and support, help with the asylum process, housing and accommodation support etc (this sign
posting is generally limited to services in Sheffield). We hope to create an optional needs assessment form so we can identify sooner what services our members are in need of, but due to limited volunteer capacity this is difficult.

- We aim to work and build solidarity with other groups, especially those that directly concern our members.
- Volunteers are a vital part of GAFS work in organising meetings and events and facilitating a supportive and welcoming environment. We generally require that our volunteers are members of the LGBTQI+ community as creating a sense of shared understanding and solidarity is an important part of supporting our members.
- We are looking into supporting our members to take on more of an organising/leadership role in the group, not only to increase the group’s capacity but also create a greater sense of ownership and empowerment and ensure we are putting our efforts in the best/most relevant areas. However, the vulnerability of some of our members as well as the exhausting nature of the asylum process makes this difficult.

**LASS: Lesbian Asylum Support Sheffield** [https://www.facebook.com/LASSSheffield/](https://www.facebook.com/LASSSheffield/)

is a support group for lesbian, bisexual, trans and queer women who are seeking asylum or are refugees. The group was set up in response to a need for LGBTQ+ asylum seekers and refugees to have tailored support in Sheffield and South Yorkshire.

**What we provide and how we work**

Support for lesbian, bi, trans, queer, intersex, non-binary asylum seekers through the asylum process, specifically by providing a social space, activities and community. Because of volunteer capacity, we can only support people who are currently living in the South Yorkshire area.

Once someone has been attending the group regularly for 3 months, and are claiming asylum on grounds of sexuality or gender identity, and we know them well, we can consider whether we can write a letter of support for their claim. If people have an asylum appeal, and we know them well, we are sometimes able to attend the appeal as witnesses. We cannot give legal advice.

In January 2018 LASS members set up the Rainbow Hub stall at Victoria Hall Wednesday Drop In, to give LGBT asylum seekers and refugees a visible contact point, place of support and information. Any LASS members who wishes to can volunteer at Rainbow Hub.

Since its launch in August 2017, the LASS community has grown in strength, and is an important source of solidarity and community. LASS has taken part in LGBT events in Sheffield and Yorkshire, including Sheffield LGBT Pride, Pinknic, and IDAHOBiT (International Day Against Homophobia, Biphobia and Transphobia). LASS members are often asked to speak at LGBT events, we also run training sessions and stalls, where we sell crafts made by our members, the proceeds of which fund the group. We work closely with our ‘sibling’ organisation GAFS Gay Asylum Forum Sheffield.

We received some start-up funding, but since then have been funded by donations, mainly from LGBT groups and individuals. We have a small group of volunteers, but many of our members also volunteer in different capacities.

**Local Authority Asylum Support Liaison Officer (LAASLO)**

The Ministry of Housing, Communities and Local Government (MHCLG) and Home Office have provided support for Local Authority Asylum Support Liaison Officers to work with those granted
refugee status and provide them with information and support to help transition from Government provided accommodation to mainstream society. There are two LAASLO officers in Sheffield, one based in The Sanctuary focusing on holistic support, the other based in Howden House focusing on housing needs.

**Clients and numbers - data for 1st quarter only**

Individuals, families and couples granted refugee status in particular those who have 28 days to leave NASS accommodation n=169 (families = 106; single = 63)

**Number of people supported into specific services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Families</th>
<th>Single</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing – temporary</td>
<td>17</td>
<td>46</td>
</tr>
<tr>
<td>Housing – permanent</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>Housing related support</td>
<td>30</td>
<td>58</td>
</tr>
<tr>
<td>Open bank account</td>
<td>20</td>
<td>41</td>
</tr>
<tr>
<td>Access benefits</td>
<td>40</td>
<td>50</td>
</tr>
<tr>
<td>Into paid employment</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Engage with employability support</td>
<td>36</td>
<td>42</td>
</tr>
<tr>
<td>Activities to increase employability</td>
<td>7</td>
<td>37</td>
</tr>
<tr>
<td>People with high skill level /overseas qualifications in appropriate employment and careers pathway</td>
<td>8</td>
<td>3</td>
</tr>
<tr>
<td>People given other employability related support</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>English language support – pre or entry level</td>
<td>20</td>
<td>28</td>
</tr>
<tr>
<td>English language support – ESOL level 1 or 2</td>
<td>6</td>
<td>17</td>
</tr>
<tr>
<td>English language support – informal settings</td>
<td>13</td>
<td>23</td>
</tr>
<tr>
<td>Enrolled in IELTS tuition and support</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Enrolled in IELTS tuition and support – high skilled individuals</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Supported to register or re-register with GP</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>Supported with access to physical health services</td>
<td>13</td>
<td>6</td>
</tr>
<tr>
<td>Supported with access to mental health services</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Successful school admission applications</td>
<td>11</td>
<td>0</td>
</tr>
<tr>
<td>Successful college applications</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Children and young people awaiting admission decision</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>Connected to community services (libraries, leisure centre, arts, parks)</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Connected to vcs organisations to support new arrival status</td>
<td>2</td>
<td>7</td>
</tr>
</tbody>
</table>

**Mears Housing Management**

[https://www.mearsgroup.co.uk/housing-management](https://www.mearsgroup.co.uk/housing-management)

Mears provide housing to people seeking asylum under the Asylum Accommodation and Support contract (AASC) in the three contract areas - North East, Yorkshire and Humberside, Scotland and Northern Ireland. Since taking over the contract in August 2019, Mears have embarked on a large exercise in the North East to relocate all Service users into new permanent accommodation which has seen c.1,000 new properties procured and c,2,500 people relocated. At the same time, new arrivals into the Asylum system have been on the increase and the Mears operated Initial Accommodation Centre (IA), Urban House in Wakefield, has not been sufficient to house all new arrivals. Due to this increased demand there has been a need to use Contingency Accommodation across the region to ensure people are housed quickly, in safe, warm, habitable accommodation.
However, since January 2020 we have seen a very welcome and gradual decrease in the need for this accommodation and expect it to cease in the coming months. Mears are working in partnership with AIRE and their subcontracted Reed and Partners to ensure all individuals with a decision on their Asylum claim, whether positive or negative, are well supported and understand the next steps. Mears also notifies the Local Authority Housing Options team that an individual’s support is coming to an end and they may approach their homelessness team for advice and support. Mears are now starting to explore the possibility of allowing individuals to stay in their accommodation, if this is their wish, at the end of the discontinuation period and the tenancy can be converted to an AST.

**Migrant Help (MH) [https://www.migranthelpuk.org/](https://www.migranthelpuk.org/)**

The national Advice, Issue Reporting and Eligibility Contract (AIRE) was awarded to MH coming fully into effect on 1/9/19. Initially for a 4 year period, and open to the Home Office to extend for two further periods of 3 years each, making a total of 10 years, and of value £235m over 10 years.

The strategic aims of the contract are ⁹

- “Service Users who are eligible for Asylum Support are able to access support and are able to notify the Authority [the Home Office] of changes in their needs and circumstances;”
- “Service Users are provided with information and advice, both proactively and reactively, to enable them to transition effectively through the Asylum System; and
- “Service Users are able to report issues, requests for assistance and complaints reliably to a single contact point.”

This is almost entirely available through telephone support and electronic communications. MH used to attend the weekly Victoria Hall Drop-in but this ceased in 2019. Initially support was ineffective and there were many complaints, in particular because of the near impossibility of the call being answered. This was particularly serious because the need for housing repairs needed to be reported to the housing provider (Mears) via the MH helpline. In February 2020 the initial pick up is reported by MH to be within the 1 minute standard, improving access to Mears. But there are still unspecified delays being put through to the asylum helpline based in Dover.

The AIRE contract includes ‘Move-on’ support, for people given refugee status. This has been subcontracted to Reed Partnership, who provide telephone support. It is unclear at the moment if this will add any value to the service provided by the SPRING project and the LAASLO staff in Sheffield, though they are funded for 2 years, and the AIRE contract potentially for 10 years.

**Mulberry Practice**

1 Mulberry Street, Sheffield, South Yorkshire, S1 2PJ [http://www.mulberrypractice.co.uk](http://www.mulberrypractice.co.uk)

A member of the Clover Group of NHS general practices in Sheffield

The Mulberry Practice provides health care services for people living in Sheffield who are seeking asylum in the UK, homeless or living in temporary or unstable accommodation.

We have a team with a vast knowledge and experience in dealing with the complex issues that these client groups often have and recognise the problems faced in accessing mainstream services. We

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are a dedicated team of clinical and administrative staff who have links with partner organisations and can support our patients in accessing these.

When asylum seekers are housed in Sheffield the housing provider (previously G4S, now Mears) give information about the Mulberry Practice as part of the introduction to Sheffield. The Welcome Project, organised by COSS, is provided for newly arrived asylum seekers and refugees at the Mulberry Practice on Wednesday mornings (see above under The Sanctuary).

Voluntary Action Sheffield / New Beginnings (NB) [https://www.vas.org.uk/the-new-beginnings-project/] welcomes refugees and asylum seekers to Sheffield, supports them to integrate and empowers them to access opportunities that will improve their well-being and increase their independence. Voluntary Action Sheffield set up the New Beginnings Project in 2004.

Area of activities
- Education and training opportunities, (including ESOL)
- Volunteering opportunities
- Employment opportunities.
- Mentoring and social activities

Partner organisations
The New Beginnings project is working closely with around 79 organisations in Sheffield and beyond involving volunteers and training providers. The model of building partnerships and connecting refugees to the opportunities in the city enables organisations to involve refugees and benefit from what they can bring to Sheffield. The 2018/19 annual report, indicates the project supported 540 people to access education, volunteering and employment opportunities. For example, 17 involved refugee learners, 33 organisations involved volunteers and 23 employed refugees.

Impact in numbers

<table>
<thead>
<tr>
<th>2017/2018</th>
<th>2018/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>498</td>
<td>540</td>
</tr>
<tr>
<td>268</td>
<td>163</td>
</tr>
<tr>
<td>49</td>
<td>72</td>
</tr>
<tr>
<td>101</td>
<td>134</td>
</tr>
<tr>
<td>96</td>
<td>85</td>
</tr>
<tr>
<td>40</td>
<td>45</td>
</tr>
<tr>
<td>192</td>
<td>61</td>
</tr>
</tbody>
</table>

- Refugees and asylum seekers supported
- New clients to the service
- Nationalities accessing our service
- People starting training courses (98 people completed courses)
- People starting volunteering opportunities
- People in to paid work.
- Buddy appointments (joint visits to an appointment where a volunteer or staff member attends with a refugee)

Refugee Council (RC) [https://www.refugeecouncil.org.uk/] is a national organisation with a South Yorkshire base in Sheffield. Primary focus is resettling people who arrive in the UK with refugee settled status.

Resettlement in Sheffield
S

Sheffield was the first city to welcome resettled refugees through the Gateway Protection Programme, with a group of people from Liberia arriving in 2004. Since then we have supported people from countries including Iraq, Burma, Somalia, Congo, Ethiopia, Bhutan, Sudan, Eritrea, Palestine, Afghanistan and Yemen. Despite having endured horrific experiences, most refugees who are resettled to the UK are very keen to contribute to life in the UK, get jobs, learn English, learn new skills and get to know local people.

**Gateway Protection Programme** – Running since 2004, currently settling 750 people per year. Around 75 people arrive in Sheffield every year.

**Vulnerable Person’s Resettlement Scheme (VPRS)** – Refugees displaced by the conflict in Syria

Started in 2015, UK commitment to resettle 20,000 people fleeing civil war in Syria by 2020. So far around 15,000 people have arrived and Sheffield has welcomed around 200 people so far. Refugees resettled on VPRS are supported for up to 5 years to settle in the UK.

**Vulnerable Children’s Resettlement Scheme (VCRS)**

We also support some families resettled on the Vulnerable Children’s Resettlement Scheme. This is available to children at a high risk of harm and exploitation along with their families. Identified by the United Nations as being most in need, they are resettled to the UK from refugee camps and other unsafe environments across the Middle East and North Africa.

**Global Resettlement Programme**

In 2019 the Home Secretary announced that from 2020 the above resettlement programmes will be brought together to form a new ‘Global Resettlement Programme.’ Refugee Council will continue to support refugees resettled in South Yorkshire on this programme.

**Specialised Training and Employment Programme (STEP)**

Refugee Council delivers STEP in South Yorkshire, Leeds and York. The programme offers clients a combination of tailored one to one support and external partner led programmes, and is intended to provide development opportunities for clients at different points on the journey towards work. This project is part funded by the EU Asylum, Migration and Integration Fund (AMIF) and is a 2 year programme running until July 2020.

**Community Development**

Community Development work has been focused on raising awareness, contributing to and in some cases leading regional discussions on community development strategy, organising the WGR/ATCR as well as working with partner organisations to create and develop activities that are suitable for clients’ integration.

- Raising Awareness (Outreach Programme)
- Partner agency outreach sessions (Insight events)
- Sheffield Inspire: Creative Writing Project
- U-MIX – FURD (Football Unites Racism Divides) sports collaboration
- Interplay Music and Media Course with Virtual Migrants community arts
- Direct Client Support

**Annual Tripartite Consultations on Resettlement (ATCR)**

Highlight of community development was working with RC senior management team, UNHCR, Home office and Migration Yorkshire to plan, organise and deliver the WRG/ATCR conference in Sheffield on the 25th, 26th and 27th March 2019. Particularly forming a Refugee Advisory Group (RAG) that was actively involved throughout the conference for the first time in 25 years was absolutely incredible. This led to Sheffield refugees contributing to the 25th Annual ATCR event in Geneva in July 2019.
Right to Remain [https://righttoremain.org.uk/](https://righttoremain.org.uk/)

Right to Remain is a national project. Rosie Huzzard is based in The Sanctuary and covers the Yorkshire and Humber region.

RtR is funded by Paul Hamlyn Foundation, The Legal Education Foundation, Ben & Jerry’s Foundation, The Joseph Rowntree Charitable Trust.

**Key areas of work**

- We produce accessible resources – such as the [Right to Remain Toolkit](https://righttoremain.org.uk/) and our [legal updates blog](https://righttoremain.org.uk/) – and deliver community training, so that people can navigate the UK asylum and immigration system and take practical action in their legal case (or in the case of someone they are supporting).

- We support the work of grassroots asylum and migrant groups across the UK, and bring communities together to share their struggles, expertise and learning.

- We campaign for positive change in the asylum and immigration system, with a focus on ending immigration detention. See the website of our These Walls Must Fall project [here](https://righttoremain.org.uk/)

RTR has supported the Early Asylum Support Project Sheffield (EASP), which it helped to set up in 2016 through a training programme provided by RTR, support including promotion through the RTR website. [https://righttoremain.org.uk/helping-people-at-the-start-of-their-asylum-journey-early-asylum-support-sheffield/](https://righttoremain.org.uk/helping-people-at-the-start-of-their-asylum-journey-early-asylum-support-sheffield/)

The EASP group is no longer providing direct client support. The toolkit is still available but is less useful without direct user support. [Right to Remain Toolkit](https://righttoremain.org.uk/).

**Sheffield Association for the Voluntary Teaching of English - SAVTE**

[http://savte.org.uk/](http://savte.org.uk/)

SAVTE’s overall aim is to empower learners, through language acquisition, our provision is person centred and needs based, it focuses on helping the learner to develop functional, language skills which will enable them to independently and confidently engage with everyday life in their communities.

**We work with those learners who face additional barriers to learning**

- **75%** Women
- **45%** Disabled
- **54%** Refugees & Asylum Seekers
- **44%** Mental Health Needs

**ACTIVITIES - SAVTE’S current strategic priorities are**

- Raise the profile of SAVTE
- Recruit and retain more volunteers
- Enhance capacity and efficiencies
- Increase opportunities for our learners
- Develop new partnerships to develop new projects and secure funding
• Align SAVTE with national strategies

**Our open Conversation Groups across Sheffield.**

We provide 27 groups at locations across Sheffield; some are for women only.

Unless otherwise stated all our groups are free, meet term time only and are open to all ESOL learners, there is no need to register, learners are welcome to just turn up.

**Impact in numbers**

<table>
<thead>
<tr>
<th></th>
<th>2017/2018</th>
<th>2018/2019</th>
<th>Beneficiaries</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learners</td>
<td>72</td>
<td>104</td>
<td></td>
<td>1 to 1 provision</td>
</tr>
<tr>
<td>Volunteers</td>
<td>155</td>
<td>473</td>
<td></td>
<td>Conversation and activity group sessions</td>
</tr>
<tr>
<td>ESOL classes</td>
<td>130</td>
<td>120</td>
<td></td>
<td>ESOL classes</td>
</tr>
<tr>
<td>Total number of learners</td>
<td>353</td>
<td>679</td>
<td></td>
<td>Total number of learners</td>
</tr>
<tr>
<td>Total number of new volunteers</td>
<td>75</td>
<td>105</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Active volunteers during the year</td>
<td>145</td>
<td>168</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conversation groups supported</td>
<td>9</td>
<td>22</td>
<td></td>
<td>Learner engagement</td>
</tr>
<tr>
<td>Conversation group volunteers supported</td>
<td>Not recorded</td>
<td>2873</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 to 1 learners in formal classes</td>
<td>47</td>
<td>23</td>
<td></td>
<td>Learners who move up curriculum level</td>
</tr>
<tr>
<td>Learners who progressed into volunteering with SAVTE</td>
<td>1</td>
<td>4</td>
<td></td>
<td>Learners who achieved personal targets</td>
</tr>
<tr>
<td>Number of exams passed</td>
<td>180</td>
<td>184</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learners who achieved personal targets</td>
<td>155</td>
<td>164</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SOLACE** [https://www.solace-uk.org.uk/](https://www.solace-uk.org.uk/) is a Leeds based organisation, working in Sheffield as a partner in the SPRING Project that provides:

• 1:1 therapy to refugees in Sheffield provided at The Sanctuary, and sometimes using ASSIST facilities in Victoria Hall.

  Most clients seen for 12 weeks, longer if complex PTSD (60 or 90 min weekly sessions). Capacity for up to 8 sessions per week and 32 clients per year.

  Referrals are made by Mulberry Clinic and by SPRING – there is a substantial waiting list, to meet need would require double the capacity.

• A weekly 1 hour Stress Management Group (SMG) for asylum seekers on Mondays in Victoria Hall. Rolling programme with up to 12 people per session.

  If we had capacity we would run another group for women only.

SMG is a great starting place to teach asylum seekers stabilisation techniques. The trust built up in the group provides the door for going into therapy. It is a good holding place while waiting for therapy.

The current funding (AMIF) does not allow therapy to be offered to asylum seekers.
Further development

- Expand capacity through several part-time posts
- Can use experienced volunteers working under supervision (therapists in training who need to accumulate 450 hours of supervised practice).
- Will need funding for specialised interpreters

Sheffield Hallam University Refugee Family Reunion Clinic (SHU RFR Clinic) [http://refugeelawclinic.com/](http://refugeelawclinic.com/) supports refugees in the Sheffield area to reunite with their family members (wives, husbands, partners and children) from all around the world. It is open two days a week.

The Clinic is supervised by a specialist Immigration Advisor and Senior Lecturer and is supported by law students who, under close supervision, assist refugees to make online applications, prepare statements and bundles of evidence so that family members can make applications to enter the UK.

Activity and outcomes

We have submitted over 280 applications since opening the clinic, with over 40 applications waiting for a decision. Many of the cases are not straightforward. We work with refugees over several weeks, in some cases even years, to make applications for refugee family reunion. We are delighted to report that we have a good success rate and now have several statutory and non-statutory agencies referring into the Clinic. Unfortunately due to demand and capacity we have very recently had to close our waiting list in order to best manage expectations but hope to re-open it within a few weeks.

Ambitions

- To move into other areas of refugee work where there are known gaps in service provision with more staff, more students helping more refugees and migrants.
- To have the time to look more at policy and research matters to try and improve policy and process and move the area of work forward.
- To work more with our colleagues in other Clinics.

South Yorkshire Refugee Law and Justice (SYRLJ) [https://www.syrlj.org.uk/](https://www.syrlj.org.uk/) - is a charity that has been providing free legal help for refused asylum seekers since 2011.

We provide a free service for asylum seekers who need help to support their claim for asylum and who are unable to get a solicitor. Our work includes research, advice, referral and fresh protection or family life claims. Additionally, SYRLJ works on Article 8 and statelessness applications. We provide confidential, independent and free legal advice about people’s claims for asylum. Key to this is research about the country a person has fled from, to explain why they cannot return. We find evidence that clients need to support a new asylum claim. We are registered with the Office of the Immigration Services Commissioner (OISC) to level 3. SYRLJ is based in The Sanctuary.

Numbers

Between August 2017-August 2018, 69 referrals were received.
Between August 2018-August 2019, 154 referrals were received

Sources of referral: ASSIST 76, BRC 24, Self-referral 23, COSS 11, Other 7

Men outnumber women referrals by 3 to 1.
In 2018-19 SYRLJ completed 107 initial appointments, 55 cases were screened, 30 client care letters sent, 16 referrals made to a solicitor and 10 fresh claims were submitted.

Clients are all over 18; however there is a contingent of clients who were granted leave as unaccompanied minors but have seen that leave expire on turning 18.

Due to doubling of demand in the past year there is currently a waiting list for clients of approximately 8 months for screening by a legal advisor. Temporarily, the waiting list has been closed.

Client feedback – in a thank you card from a woman who recently received leave to remain after two year’s complex work, “I would like to thank you all as a team of wonderful warriors who worked hard towards justice to me. I now got leave to remain. I didn’t have legal aid, but I had you.”

Developing specialist services and capacity - Although the regional network of academics and practitioners, recommended by the 2016 review, has not yet happened, SYRLJ has been developing its relationships with local practitioners in order to enhance the quality, capacity and speed of its legal work.

A live discussion of this with local solicitors formed the substance of the 2019 SYRLJ AGM and in October 2019 SYRLJ hosted a meeting of local practitioners at which Tori Sicher, a leading solicitor in Iraqi claims, gave a presentation and led a discussion on issues in Iraqi cases. This was very relevant for SYRLJ, a large percentage of whose clients are from Iraq. Leading practitioners from the region attended, and were able to claim CPD hours. All present were keen to join a local practitioners’ email list, which SYRLJ will host. A step towards building local capacity.

Multi-partner facilities

Victoria Hall Drop-in, including the Welcome Project - City of Sanctuary Sheffield manages a once weekly multiagency drop-in at Victoria Hall in the city centre.

The drop in runs 1 - 3.30pm on a Wednesday and is a place where asylum seekers and refugees can come for help, advice, and to socialise. The drop-in includes services from multiple agencies and organisations including the British Red Cross, ASSIST, Citizens Advice Sheffield, Sexual Health Sheffield, Ashiana (who help victims of trafficking and exploitation), New Beginnings, a volunteer run health advice service, and solicitors, as well as a clothes bank, English language conversation club, and free tea and coffee facilities. Migrant Help used to attend, but stopped in Spring 2019.

Numbers for 2018-19

2,152 people accessed the weekly drop-in at Victoria Hall in 2018-19.

The most common countries of origin for users of the drop-in were Iran (278), followed by Eritrea (209), Sudan (202), Iraq (201), Syria (126), and Afghanistan (78).

ASSIST provided accommodation and support to 643 destitute (refused) asylum seekers.

British Red Cross provided advice and support for 563 asylum seekers and refugees.

Citizens Advice Sheffield provided financial and immigration advice to 390 individuals.

Clothes bank - public donations: our partnership with Donations for Refugees has ensured a regular supply/refresh of clothes.
The Health and Wellbeing Project - helps ceased? people with GP registration and getting HC2 certificates to access free medical and dental treatment. Since Migrant Help have their attendance at the drop-in, this desk has picked up many of the enquiries around people not receiving their weekly asylum support money and problems with the ARC and ASPEN cards.

Solicitors - 211 people seen

Migrant Help supported 171 asylum seekers with issues around their accommodation and support (but ceased their service at the Drop-in in Spring 2019).

CLOTHES BANK

<table>
<thead>
<tr>
<th>No of people seen</th>
<th>1479</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>980</td>
</tr>
<tr>
<td>Female</td>
<td>490</td>
</tr>
<tr>
<td>Gender neutral</td>
<td>3</td>
</tr>
<tr>
<td>Family</td>
<td>6</td>
</tr>
</tbody>
</table>

BARBER

<table>
<thead>
<tr>
<th>Number of people seen</th>
<th>447</th>
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</table>

WELCOME PROJECT

<table>
<thead>
<tr>
<th>Total number seen</th>
<th>221</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>159</td>
</tr>
<tr>
<td>Family</td>
<td>21</td>
</tr>
<tr>
<td>1. Welcome to Sheffield</td>
<td>203</td>
</tr>
<tr>
<td>2. Activities/Advice for Asylum seekers &amp; refugees</td>
<td>58</td>
</tr>
<tr>
<td>3. English/conversation groups</td>
<td>59</td>
</tr>
<tr>
<td>4. Drop in free services (eg clothes bank, haircuts)</td>
<td>193</td>
</tr>
<tr>
<td>5. Issue relevant leaflets (eg Sanctuary/drop in)</td>
<td>206</td>
</tr>
<tr>
<td>6. Early asylum support project</td>
<td>49</td>
</tr>
</tbody>
</table>

HEALTH AND WELLBEING

<table>
<thead>
<tr>
<th>Number seen</th>
<th>431</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>330</td>
</tr>
<tr>
<td>Female</td>
<td>101</td>
</tr>
<tr>
<td>HC1s</td>
<td>191</td>
</tr>
<tr>
<td>PCNs</td>
<td>33</td>
</tr>
<tr>
<td>GP Registration</td>
<td>8</td>
</tr>
<tr>
<td>Dentist</td>
<td>10</td>
</tr>
<tr>
<td>Gym</td>
<td>30</td>
</tr>
<tr>
<td>School registration</td>
<td>1</td>
</tr>
<tr>
<td>Book/change/cancel appointments</td>
<td>4</td>
</tr>
<tr>
<td>Form completion</td>
<td>15</td>
</tr>
<tr>
<td>Disability bus pass application</td>
<td>16</td>
</tr>
<tr>
<td>Change of Address</td>
<td>7</td>
</tr>
<tr>
<td>NHS bills</td>
<td>3</td>
</tr>
<tr>
<td>Phone calls</td>
<td>26</td>
</tr>
<tr>
<td>ARC card issues</td>
<td>14</td>
</tr>
<tr>
<td>Referrals to other agency</td>
<td>35</td>
</tr>
<tr>
<td>Other</td>
<td>50</td>
</tr>
</tbody>
</table>

Summary of key finding from 2017 Review of the Drop-in (undertaken by Dr Lucy Mayblin) and 2019 update – see stakeholder supplement

HARP was another COSS project

“Funding for our Health Access for Refugees Project (HARP) has come to an end. However, the success of the HARP project has enabled us to continue the health and wellbeing work with our trained volunteers, developing it further to include a health consultation focus group with asylum seekers and refugees. For example, we held two of these in May 2018, to get feedback on refugees’ experience of the NHS.”
The Sanctuary (TS) – established by COSS based on findings of the 2016 review.

The Sanctuary is the physical and dynamic space at the heart of the movement. It is experienced as a vital facility by users/members and by service providers. It was created as a direct result of the 2016 review – from two clear needs identified – a one-stop shop for services that support refugees and asylum seekers and a social space (a safe informal environment with facilities for people who did not have a home). To be consistent with City of Sanctuary’s core value and purpose, it should also be a space where people could meet, learn about each other, engage in cultural activities in a culture of hospitality.

The purpose and design principles arising from the 2016 Review were:

A. **One stop shop.** “Appropriate services should co-locate, to move closer to offering a “one-stop shop”. This would enable better communication, closer partnership working, avoid duplication and be more cost-effective, enabling pooling of some resources.”

B. **Social space.** Key points that emerged from the 2016 review were:
   - Home/belonging/acceptance/relax, atmosphere is helpful, workshops, learning English.
   - Somebody to help when they walk in the door.
   - Balance between organisational needs and hangout space – confidential, money/legal needs/comfort for clients

**Learning from the first two years of activity**

There are many challenges to enable it to be as effective as it can be, and to fulfil the original vision. A particular challenge is its increasing popularity, to the point when at times it is experienced as overcrowded.

**The Sanctuary is getting busier**

<table>
<thead>
<tr>
<th>#</th>
<th>July 2018</th>
<th>December 2018 *</th>
<th>July 2019</th>
<th>December 2019 *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number signing in</td>
<td>709</td>
<td>975</td>
<td>1101</td>
<td>1178</td>
</tr>
<tr>
<td>Females</td>
<td>351 (49.5%)</td>
<td>468 (48%)</td>
<td>381 (35%)</td>
<td>537 (46%)</td>
</tr>
<tr>
<td>Males</td>
<td>358 (50.5%)</td>
<td>507 (52%)</td>
<td>720 (65%)</td>
<td>641 (54%)</td>
</tr>
</tbody>
</table>

*Final week of the year The Sanctuary was mostly closed, so December data is averaged over first 3 weeks

In December 2018 and 2019 the main reasons for visiting The Sanctuary were

<table>
<thead>
<tr>
<th>Reason for visit</th>
<th>Social</th>
<th>Advice</th>
<th>Other agency</th>
<th>Solicitor</th>
<th>COSS event</th>
<th>Not specified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2018</td>
<td>298</td>
<td>14</td>
<td>221</td>
<td>5</td>
<td>144</td>
<td>237</td>
</tr>
<tr>
<td>%</td>
<td>32%</td>
<td>1.5%</td>
<td>24%</td>
<td>0.5%</td>
<td>16%</td>
<td>26%</td>
</tr>
<tr>
<td>Dec 2019</td>
<td>416</td>
<td>21</td>
<td>205</td>
<td>4</td>
<td>66</td>
<td>244</td>
</tr>
<tr>
<td>%</td>
<td>44%</td>
<td>2%</td>
<td>21%</td>
<td>0.4%</td>
<td>7%</td>
<td>25.5%</td>
</tr>
</tbody>
</table>

Social = drop-in, tea/coffee, computers, wifi, food
Advice = info, signposting
Other agency = CAB, SYRLJ, Red Cross, appointments, meetings, events
Solicitor = appointments with the solicitor  
CoSS events = classes, crafts, sewing, workshops  

Despite the challenges – the relative slowness of development of the ‘at home’ facilities, the busyness and multiple activities - there is considerable good will of many people. The Sanctuary is the heart space vital to achieving holistic support. And it is the case that people give heart-felt criticism when they feel safe to do so.  
See stakeholder supplement for details of feedback from user survey and focus group.  

Services that support EU citizens potentially at risk due to Brexit  

Firvale Community Hub (FCH) [http://www.firvalecommunityhub.org.uk/] is a neighbourhood based service that supports a diverse local community to live together cohesively. It is an award winning organisation committed to improving social equalities and inclusion for communities experiencing disenfranchisement and marginalisation in Sheffield – by empowering groups and individuals to find their voice and find leadership, to influence and inform a more inclusive society, through targeted and deeply personalised education and confidence building based projects.  
Firvale Community Hub works in partnership and leadership alongside local agencies, leading development strategy and implementing pioneering methodology in the projects we deliver in our lively community hub. We provide:

- **Advice, Information services**, Social Welfare, immigration advice/EU settlement as well as social welfare, the organisation is regulated by Office of Immigration Services Commission (OISC) and Advice Quality Standard. Translation & Interpretation services.
- **ESOL and Employability** projects ESOL classes are offered as well as function skills in partnership with the National Career Service supporting 190 new arrivals with CV writing. Since January 2020 we have worked with Education Development Trust and throughout 2019 we delivered 10 free BTEC level 1 courses with 96 learners attending each course. We are regulated by The Matrix quality standard for information advice and guidance services.
- **Cohesion and Youth projects** in partnership with a number of local and national organisations.
- **Health and Wellbeing Projects** including BME older people in partnership with Sheffield City Council and Sheffield Genetic Literacy Project working with Health professionals to raise awareness of recessive genetic conditions amongst families. FCH also run a health hub for over 50’s with weekly activities for them including health walks, zumba and yoga sessions. FCH works with individuals suffering from mild and moderate mental health conditions. We also work with individuals from the Pakistani and Roma community to tackle issues such as diabetes, weight management and healthy eating.
- **Sheffield Roma Network**: [www.sheffieldromanetwork.com](http://www.sheffieldromanetwork.com) founded by Firvale Community Hub, its aims being to help equalise life chances and opportunities, to support and assist the Roma Communities integration into the wider Sheffield Community, by developing the knowledge and confidence of members of the Roma community to represent their community on relevant governing boards, consultative and representative groups.
- FCH links with SCID and DWB to support EU citizens in Sheffield, in particular Roma people potentially at risk due to Brexit.
Sheffield Community Investment Deal (SCID) is funded by the government using money earmarked by the Department for Communities and Local Government to help communities experiencing high and unexpected volumes of immigration and to ease pressure on local services. The fund is directed at achieving benefits for established residential communities.

Spread over two years, the project received £835,000 and is organised in four strands:

1. Street wardens
2. Community development work
3. Neighbourhood Co-ordination
4. A more formal and organised welcome

The project is targeted in neighbourhoods with the most acute impact on the provision of local services due to recent migration, namely Firvale, Page Hall, Grimesthorpe, Darnall and Tinsley.

**Intended Impact**

We expect that if completed these activities will lead to the following changes in 7–10 years: 

*People feeling secure and taking pride, ownership and responsibility for their neighbourhood*

**Short & Long-term outcomes**

We expect that if completed or ongoing these activities will lead to the following changes in 1–3 then 4–6 years:

Outcome 1: Increase in effectiveness of frontline services in the four neighbourhoods of Sheffield.

Outcome 2: People realise that they can and will make a difference.

Outcome 3: Reduced community tensions in the neighbourhood and more community cohesion.

**Working with the Roma community** - Roma people from East Europe (mainly Slovakia). Engaging with the Roma Slovak community can be difficult due to social marginalisation and exclusion they have experienced in their country of origin.

**EUSS** - SCID is co-ordinating the support on offer through CAS, DWB, Firvale Community Hub and Faithstar. We have asked Darnall Well-Being (DWB) to provide support (not including immigration advice) to people wanting to register for EUSS. This is an appointment based system with weekly sessions run in Firth Park Library, Firvale Community Hub, Darnall Library, Central Library and Tinsley Forum. In the last 5 months we have supported over 850 people and will continue to end of March. We are working on securing funding to extend this through to December.

The appointments last an hour and will involve helping to create an email address, showing them what evidence they need to provide, and helping them to complete the online form. We have telephone support from Citizens Advice Sheffield for any legal advice.

We are also part of the regional EUSS conversations organised by Migration Yorkshire, and the Roma specific meetings organised by Roma Support Group and attending the national conference organised by the Home Office. We need to do more to ensure all people are aware of the need to register and where they can get support from, but we are working on that.
Darnall Well-Being (DWB) – [https://darnallwellbeing.org.uk/](https://darnallwellbeing.org.uk/) is a local, not-for-profit, community health organisation working to help the people of Darnall, Tinsley and neighbouring areas stay healthy.

We offer a combination of activities, 1-to-1 support and volunteering opportunities as well as delivering local health campaigns, health events, brief-intervention training and talks. Our greatest asset is the empathy of our local infrastructure of volunteers and staff – support from next door. Through our integrated programme of activities and services, we aim to reduce health inequalities by helping people build their knowledge and resilience to manage their own health and wellbeing.

DWB is collaborating with SCID and CAS to support vulnerable EU citizens applying to the EU Settlement Scheme.

Sheffield New Arrivals Health Needs Group (NAHNG) – hosted and chaired by DWB

Initially established 6/7 years ago by public health colleagues as a way of exploring a consistent and coordinated public health approach to meeting the health and wellbeing needs of newly arrived populations settling in Sheffield.

Historically, the group has been a valued platform for people working across health, statutory, academic and community sectors with a special interest in supporting new arrivals (e.g. EU migrants such as Slovak Roma, as well as refugee and asylum seekers).

Public Health perspective: we know access to primary care is one of the fundamental building blocks of a good quality health care system and yet we also know that people coming to Sheffield from overseas are met with a confusing picture of who is who, what is what etc. As a city, we can try to take a holistic approach and that’s why rooting this group in community, is something we should absolutely support.

More recently, DWB piloted a specialist Slovak Roma Health Project spanning both the North and East areas of Sheffield, taking a community development approach to improving access to appropriate services.

The group has been revitalised to

- Build on the expertise and knowledge that already exists
- Identify a shared benefit in taking a coordinated approach across the city
- Increase opportunities for developing shared models and approaches

**Long term aim** – To strengthen our collective voice and influence in affecting positive change and making the case for more resources to help ensure services can respond effectively to the needs of new communities.

EU settlement scheme support available from SCC


For EU citizens, help with completing the ID verification part of the process.

Applicants can request an appointment online or by phone to process your application in person, at First Point, Howden House. The service charges applicants £14.
University of Sheffield EU settlement scheme support (UoS)

https://www.sheffield.ac.uk/hr/internationalstaff/settlement-scheme-faqs

University of Sheffield – Human Resources Department has been involved in supporting EU staff and in particular developing services for EU staff after Brexit, including appointments for the Settlement registration. The service is for its staff only – and so can’t be compared directly with public services provided by the third sector and government for EU migrants.

*However, the UoS experience and learning is important, giving insight into how the process works and how the atmosphere and culture created by the environment can make a difference.*

Service provided to university EU staff

- Information on EU Settlement Scheme
- Support in the Application for Settlement / Pre-settlement Status
- Financial Support
- Legal Support (Legal briefing sessions – by external legal firm)
- Practical Support, Information and Guidance
  - EU Inbox
  - 1 to 1 sessions
  - Drop-in sessions
- Deep Talk on EU/UK Uncertainty (group sessions)
- Celebrating our EU staff (photo exhibition)

For applications for the EU Settlement Scheme, HR hosts 1:1 drop-in sessions where staff can have access to an Android phone to make the application and get support from a colleague in HR. (NB – not all android phones will be able to read the passport chip, because only phones with NFC / near field communication can do this).

The University provides a legal helpline hosted by immigration specialists Eversheds Sutherland to help colleagues work out the best option for their own individual circumstances. This helpline service can provide individual legal advice and is open for 20-minute individual appointments.

For groups (Deep Talk on EU/UK Uncertainty), the sessions are being hosted at the Chaplaincy, but are inclusive and designed equally for all - whether or not participants hold a religion or belief identity.

**Enabling facilities / groups – not directly service providers**

**South Yorkshire Migration and Asylum Action Group** [www.symaag.org.uk](http://www.symaag.org.uk)

SYMAAG campaigns for individuals, and to challenge the hostile environment in the many ways it manifests.

Campaigns for asylum and migrant rights take place all over South Yorkshire and beyond. Since formation in July 2007, we have campaigned:

- for asylum tenants’ rights
- against the detention of asylum seekers, including children
- for asylum seekers’ right to work
- for full and equal access to health care and education
- against deportations and abuse of people seeking asylum in the UK
- for better treatment of migrant domestic workers.
We aim to educate ourselves about asylum and migrant rights, about people’s countries of origin, and why they leave them.

We also work with MPs and councillors to hold them to any commitments to asylum and migrant rights they have made.

We provide information about events, demonstrations, developments on asylum and migration, campaigns about threatened deportations, particularly in South Yorkshire.

SYMAAG holds an open meeting monthly at The Sanctuary.

**The Sheffield One World Choir**


Launched in 2018. It meets on every Wednesday at The Sanctuary for singing practices as well as preparing for performances. The Choir seeks to offer life-enhancing and sociable opportunities within Sheffield, primarily for asylum seekers and refugees, but also including other people living in Sheffield, to break down barriers between people of different ethnic and cultural backgrounds through singing.

Singers are refugees and asylum seekers from several countries in Africa and the Middle East, as well as other local people, who come together to sing songs of love, solidarity and belonging.

Numbers participating in performances varying between about 15 and 25 singers.

**Open Kitchen Social Club** [https://openkitchensocialclub.wordpress.com/](https://openkitchensocialclub.wordpress.com/)

Every Monday 11-3 pm, St Andrew’s Church Hall, Upper Hanover Way, S3 7RQ. A weekly community event, the focus is to provide food, support, and a place to meet for destitute asylum seekers, refugees, those in need in the wider community. Food is provided free of charge to those with no source of income and on a voluntary donations basis to anyone else. Any funds raised will go towards future weekly events. Outside Film hosts with support from Sheffield Refugee Asylum Seeker Action Group with grateful thanks to our funder Big Lottery – Awards For All.

OKSC provides hot meals on Tuesday lunchtimes at The Sanctuary.

We cook together and strive to create a family atmosphere in the kitchen and dining room. It is important to us that members are able to contribute to events without feeling undue pressure to do so. There is always plenty to do from cooking and preparing food, to washing up and cleaning, to joining in activities and chatting to each other – everyone is welcome in the group and everyone plays a part in making it what it is.

**Partnerships that have developed – and continue to develop**

**Victoria Hall Drop-in** (see Multi-partner facilities) continues as an important venue and facility coordinated by COSS where many services are provided on a Wednesday 1.00 to 3.30 pm.
Provides facilities for smaller groups to meet clients/users – for example LASS and GAFS.

Part funded by SCC.

**The Sanctuary** (see Multi-partner facilities) recently established social space for users/members and one stop shop for services.

**SPRING: Sheffield Project for Refugee Integration & Growth** (VAS/NB – COSS – SAVTE – CAS – LAASLO - SOLACE) - funded by AMIF until December 2020, a model for partnership working. In March 2020, invited to apply for 12 months extension to AMIF funding.

It provides advice and support to people who have recently received refugee status, particularly those in the 28 day period after being granted status, at the end of which there is a high risk of destitution.

SPRING was developed to address some key recommendations in the 2016 Review.

- Organisations providing OISC (Office for the Immigration Service Commissioner) advice to work together to find solutions to gaps in provision.
- Co-location of appropriate services within a one-stop shop.
- Improve awareness of good practice in signposting and the quality of signposting and referral practice between services.
- Proposals for service development to be shared with the Refugee Forum to promote improved partnership working, increase good practice and avoid duplication.
- Volunteer training resources should be shared and pooled via the Refugee Forum.
- Active steps should be taken to improve collaboration between the voluntary sector and local authority.

“The SPRING project has made partnership working with the participant organisations synergise, creating a smoothly functioning holistic integration service. SPRING has saved enormous amounts of time and work in contrast to before when the SPRING component agencies were working separately” (The Sanctuary Centre Manager).

**RUBIC (Respect, Understanding, Building Inclusive Communities)** is a collaboration between Chilypep (a youth empowerment charity), MESH Community Cohesion Services (a mediation charity), Who Is Your Neighbour? Project (a safe space dialogue project) and COSS. RUBIC is working with schools (particularly Parkwood Academy) and communities in the north of Sheffield. Over 3 years of Big Lottery funding, the RUBIC partners have developed new ways of working that would not have been possible as separate organisations.

In 2018-19, RUBIC contributed awareness raising sessions in six primary schools and one secondary school that involved 933 children and 82 teachers. Additional activity in two schools led to them being awarded Schools of Sanctuary status. In the same period Chilypep facilitated with COSS at The Sanctuary, 39 weekly sessions of the *Happy Group*, a peer support group comprising 32 newly arrived young people seeking asylum.

**ASSIST Sheffield and South Yorkshire Refugee Law & Justice (SYRLJ)** ASSIST received funding from NACCOM (the national network of organisations that support destitute people refused asylum) to fund SYRLJ to carry out fresh claims for people refused asylum. NACCOM funding was to develop models of practice. This has led to increased collaboration between organisations, including

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making a joint application for future funding and recently (January 2020) including COSS in the consideration of strategic priorities and associated funding bids.

**British Red Cross (BRC) – SYRLJ**  BRC fund SYRLJ to take complex case work referrals. This is one of three pilot sites in BRC’s Strategic National Asylum Programme (SNAP).

**Refugee Council (RC) and Department of Work and Pensions: Job Centre Plus (DWP/JC+)** Pioneering cross sector working that demonstrates how systems can be made more effective through collaboration.

**Sheffield Community Investment Deal (SCID)** Cross-sector partnership led by SCC that focuses on neighbourhood development – funded by MHCLG until March 2020, now partially extended until December 2020.

**New Arrivals Health Needs Group (NAHNG)** Cross sector collaboration led by Darnall Wellbeing that focuses around health needs and is important for supporting vulnerable EU migrants re Brexit (especially Roma).

**Vehicles that supports information sharing, collaboration, learning and development**

The **Asylum Journey (AJ)** is a significant achievement. It was originally developed for gap analysis. It is now an information resource - [https://asylumjourney.org.uk/](https://asylumjourney.org.uk/) - maintained and updated by COSS, initially with funding from Sheffield City Council, now funded by Awards for All. It provides a valuable overview and details of facilities, organisations and groups that provide services to asylum seekers and refugees in Sheffield – in addition to its primary purpose as a searchable tool for use by service providers and support workers / advocates. *This important resource needs longer term funding to maintain its usefulness.*

**Sheffield City Council - Cohesion Migration and Voluntary Sector Relationships team** has a vital enabling and liaising role, being the link that can influence and access mainstream resources in local government. The team provide important links with national government (MHCLG and Home Office) and funding not directly available to VCS organisations. This enabled the SCID project to be created. They actively contribute to information sharing, collaboration and development through the Refugee and Migrant Forum. It established and resources the partnership structures (CMPG and CMISG – as detailed below) that are vital links connecting the sector and movement to the public sector.

The team is a key business partner and obtained government funding to establish the two LAASLO posts (one based in The Sanctuary), vital to tackling the risk of further destitution when someone is granted leave to remain with only 28 days to establish new accommodation and resources to pay for it. It also manages SCC’s Grant Aid pot with 5 organisations in the sector and movement – ASSIST, CAS, COSS, SAVTE and VAS/NB project currently in receipt of multi-year funding. This Grant Aid funding supports vital resources in the movement, including the Victoria Hall Drop-in and The Sanctuary.

**Refugee and Migrant Forum (RMF)** supports the movement and sector. Set up in 2005 as the Sheffield Refugee Forum to:
• Provide an opportunity for services and organisations working with asylum seekers and refugees to exchange information on issues of common interest.

• Oversee and co-ordinate the implementation of the Sheffield Integration Strategy and monitor progress.

• Promote collaboration between member organisations, including sharing of information and good practice.

• Support the development of refugee community organisations and the Refugee Community Forum.

• Promote greater awareness of issues facing asylum seekers and refugees among the wider population, particularly with a view to dispel inaccurate information concerning these groups.

• Provide an opportunity for the City Council and other bodies to consult over polices and issues that relate to asylum seekers and refugees.

The Forum enlarged its remit to include migrant and migration issues in about 2014. Membership and participation has increased. As well as local VCS service providers SCC participate as do some national or regional providers including DWP, Migrant Help, Mears, and Migration Yorkshire. Typically there are 15 to 25 people at the monthly meetings. RMF is the core vehicle for information sharing, communications and collaboration within the sector / movement, also coordinating campaigning activities as and when required.

RMF reports into the Cohesion Migration Partnership Group.

**Cohesion and Migration Partnership Group (CMPG)** was established by SCC in 2015 to coordinate partnership working across sectors, bringing together cohesion related and migration related activities. It meets quarterly, is convened and chaired by an SCC officer, and reports into the Cohesion, Migration and Integration Strategic Group.

**Cohesion, Migration and Integration Strategic Group (CMISG)** was established by SCC in 2015, along with the CMPG. It brings together people with leadership roles in the voluntary, community, faith sector, with senior officers in statutory services (council, police, university) and senior councillors. Mears and Migration Yorkshire are active participants, and on occasion the Home Office and MHCLG. This enables strategically important issues to be discussed across sectors and learning taken forward. For example, when the local media was seen as having a significant impact on cohesion in the city, the editor of the Sheffield Star participated. The group meets quarterly and is chaired by the chief executive of SCC or a cabinet member.

**Migration Yorkshire (MY)**

[https://www.migrationyorkshire.org.uk/](https://www.migrationyorkshire.org.uk/)

provides strategic leadership and local support across Yorkshire and Humber. We work with national, regional and local partners to ensure that the region can deal with, and benefit from migration. We work with agencies across the statutory, voluntary, community and private sectors to help support the delivery of high quality services to migrants in a way that benefits everyone living in local communities. We're hosted by Leeds City Council.

Migration Yorkshire has 4 key roles:
Strategic leadership and coordination in Yorkshire and Humber on migration issues. We convene and support the Strategic Migration Group, the main advisory and decision-making structure where local authorities, statutory agencies and the voluntary sector get together to discuss how migration impacts on our region and to agree ways forward. We provide strategic support in local areas and represent the views of the region to Government, providing leadership on migration issues at regional, national and European level.

Data, policy, research and information We provide regular analyses of migration statistics and trends to local authorities and other partners [for example local migration profiles in each local area]. We work with localities to provide timely and accurate data, regular policy briefings and ad hoc information and briefings on request. Our website is a key resource on migration in the region and includes a searchable database of all local research on migration.

Expert support for local integration We provide some training and guidance to local areas on migration issues. We provide learning programmes and networks on key migration issues to help to develop and deliver services appropriately and effectively. Further support is provided on developing strategic functions and relationships, local planning and delivery.

Responding to change – new communities, new providers We enable local areas to understand and respond to new communities, such as Roma, through dedicated support, information and resources. We ensure strategic oversight and scrutiny of new asylum housing arrangements and changes to policies and protocols, involving local partners and negotiating on their behalf.

Migration Matters Festival https://www.migrationmattersfestival.co.uk/ is the largest Refugee Week Festival in the UK. It began in 2016 and has grown each year.

The festival celebrates the positive impact that migration and refugees have on Sheffield and the UK. It is an important series of events in the calendar for the movement with events at neighbourhood venues as well as its main city centre Theatre Deli venue.

Festival of Debate https://www.festivalofdebate.com/ is an annual Sheffield festival, usually in April and May.

It began in 2015 and has grown each year since, now holding over 130 events in neighbourhood centres as well as at city centre venues.


Strategic Action Themes
The first two Strategic Action Themes highlight key developments and achievements over the past three years and the current associated challenges and development needs. The next eight themes focus on gaps, key challenges, learning and development to identify strategic actions.

1. Co-ordination of activities and partnership working

Until 2016

- NRC had been the hub for much provision – its closure led suddenly to a lack of coordination.

In 2019-20
• Organisations that led the 2016 review mostly still have significant roles, along with some newcomers

• Refugee and Migrant Forum (RMF) expanded and developed to fill successfully the information sharing and collaboration gap – it also has a role in coordinating campaign activities, for example recently linked to the new Home Office contracts to Mears (asylum housing provider) and Migrant Help (national provider of asylum advice and support) because users have experienced substantial problems in the initial few months.

• Increased levels of activity and partnership working
  o Victoria Hall Drop-in – COSS coordinating role with partners – highly rated by users.
  o The Sanctuary – new resource implementing key recommendation of 2016 review.
  o SPRING - 6 partners (CAS, COSS, VAS/NB, SAVTE, SCC/LAASLO, SOLACE coordinated by VAS (AMIF funded). Partners very positive about impact on service coordination – joint training and sharing of volunteers - a model for future development.
  o ASSIST, British Red Cross (BRC) and South Yorkshire Refugee Law and Justice (SYRLJ) – legal support for destitute asylum seekers – referral and feedback in place.
  o Refugee Council (RC) working with Sheffield City Council (SCC - Housing and Life Long Learning), Mulberry Practice, SAVTE and DWP (Job Centre Plus) to resettle people arriving in Sheffield with refugee status – improving joint working.
  o Sheffield Hallam University Family Reunion Clinic (SHU RFRC) now fully operational, providing legal support to refugees, plus awareness raising and training of students.

• Information gaps
  o Organisations that support people who become destitute when their asylum application is refused (for example ASSIST) would be better able to help if they had information when someone becomes destitute;
  o Organisations that support refugees entering the 28 day transition period (DWP, RC, SPRING) need to know when someone is granted refugee status. DWP used to be informed by the Home Office. The Mears Housing contract states that they inform the local authority when a positive or negative decision is made. This is not happening in a useful way, increasing the likelihood that people in transition will fall into destitution.

• SCC’s Cohesion Migration and Voluntary Sector Relationships team has a vital enabling and liaising role, being the link that can influence and access mainstream resources, in local government and NHS; and in national government (MHCLG and Home Office) not directly available to VCS organisations.

• Sheffield Community Investment Deal (SCID) – SCC and VCS collaboration – including with Darnall Well-Being and New Arrivals Health Needs Group (NAHNG) - in areas with high migration (important neighbourhood working and development).

• There is still relative lack of strategic leadership and development for the sector and movement.

• Strong partnerships can be more resilient, but there is also the potential risk that their power and influence can exclude smaller groups unless consciously inclusive.

• Current need is to develop an Enabling Hub (as previously existed at NRC) – active support for groups led by people with user experience to innovate and develop service provision; for example to support them to apply for funding.

2. Development of The Sanctuary

• Immense achievement – came out of the 2016 review – bringing together a social space for people with refugee status and those seeking it combined with a one-stop shop providing them with professional services – a safe space in the city centre established mainly by public subscription.
• Has enabled users to access several services in one place, with substantially increased collaboration between service providers, thus addressing the need for better signposting identified by the 2016 Review.
• Immense challenge – making these two different aspirations (homely social space with high quality service) coexisting in a limited space with limited human and physical resources.
• Specific challenges and requirements being addressed
  o Promoting and maintaining a culture of welcome, including when under pressure – requires cultural awareness and proactive facilitation of regular feedback.
  o Developing a volunteer coordinator role to enable selection of volunteers, training and supervision – based on agreed protocols to manage expectations.
  o Ensuring there is an experienced person available during opening hours to undertake triage when people arrive with unspecified needs.
  o Providing information (on walls for example) of who is who – including name and photo of staff and volunteers on duty.
  o Making best use of the building – this will require an innovative architectural project to reconcile coexisting aspirations in limited space with limited resources.
  o Developing increased sense of ownership of The Sanctuary – by the whole movement, refugee led.

3. **Provision of qualified professional services:**
   (a) **immigration and asylum legal advice and (b) specialist mental health support**

   Until 2016 qualified legal support was inadequate (NRC funding had reduced, legal aid for immigration work had been substantially cut as a result of the LASPO Act, 2012). Specialist mental health support was not available following the closure of the NHS Transcultural Team with loss of expertise.

   In 2019-20 provision is still inadequate
   
   (a) **Immigration and asylum legal advice**
   
   • The impact of the LASPO Act continued to bite leaving South Yorkshire increasingly lacking in solicitors doing immigration and asylum work. This impacts on provision that is available in the sector.
   
   • Shortage of legal provision results in high stress for individuals with risk of loss of legal rights (to housing, work, benefits, family reunion etc.), extended destitution or return to destitution.
   
   • Need for case work, training, updates and information to others (in VCS and in statutory services).
   
   • The 2019-20 review includes a gap analysis with strategic assessment of priorities and a recommendation to create a strategic leadership group for legal provision.

   (b) **Specialist mental health support**
   
   • Solace provide a limited service for people with refugee status, funded as part of the SPRING project. Solace also facilitates a stress management group at the Victoria Hall Drop-in which is for people seeking refugee status as well as for refugees.
   
   • More provision is needed – probably double existing capacity - which would enable trainee therapists to be used under supervision.
• Need further investigation to identify unmet primary care mental health need and how it might best be provided – possibly with CCG funding.
• The Clinical Psychology Department at University of Sheffield is carrying out a review of mental health needs and support, including the value of peer support.

4. Involvement of migrants and refugees (people with lived experience) in staff teams and leadership roles, including trustees – an example of progressive development
• From the early days people seeking asylum have volunteered to give something back, which for many has provided meaningful activity and a supportive environment, thereby supporting their wellbeing. As the sector and movement has matured some refugees have become trustees and a few are paid staff, in some organisations, but numbers are small. There is a slow development of people with lived experience into staff and leadership roles.
• Compared with other cities, for example Leeds (Leeds Refugee Forum) and Manchester (Manchester Refugee Support Network), Sheffield has relatively few refugee led community organisations (RCOs). These may develop out of diaspora groups which may need support to establish themselves, for example through access to meeting places. Churches have been prominent in supporting diaspora groups in this way.
• Examples in South Yorkshire of organisations/group that have become significantly refugee led are the Refugee Council (RC), DEWA (Development and Empowerment for Women’s Advancement), LASS (Lesbian Asylum Support Sheffield) and SYMAAG (South Yorkshire Migration Asylum Action Group). New Beginnings project is an example of good practice for developing leadership of staff and volunteers with lived refugee experience.
• Within the movement there is a growing commitment to increase this uptake. The Enabling Hub proposal is an attempt to accelerate this process to bring about a cultural change from ‘we help them’ towards ‘we work together – shared leadership, shared delivery’. DEWA is an example of a volunteer group (originally supported by NRC) who could benefit from the support that an Enabling Hub could provide.

5. Balance between central / specialist and neighbourhood / generalist model of service provision – towards a neighbourhood strategy
• ‘Specialist services’ in the city centre, have created a model of a safe space in the context of a hostile environment. They are open to others, but in practice people who go there are people who need a safe space, or people who welcome and support people who do.
• There is growing recognition of the importance of neighbourhood based facilities and services for new arrivals – nearer to where people live, enabling more mixing. This requires specialist knowledge (poor advice is worse than no advice). Over time, specialist support (training and supervision) can keep case work local, thereby reducing central demand.
• For example ASSIST who have 8 dedicated houses across the city that provide a home to people refused asylum stress the importance of safe spaces, “This will mean being more aware of how at risk people seeking asylum find safe spaces – for example in a local café near where they live – a place to meet friends. People need more than what is available from ‘service providers’.”.
• SAVTE, who have a strong community development approach, have a commitment to recruiting and training volunteers in the neighbourhoods where their clients live – recognising that the

11 Dr Charlotte Bryson, GP at Burngreave Surgery, estimates there are at least 500 refugees in their practice, many of whom could benefit from specialist mental health support.
client-volunteer relationship built around language learning is a powerful means of building social cohesion. This approach contributes SAVTE’s communication skills to enhance local provision, facilitating signposting and accompanying where appropriate.

- Learn Sheffield in partnership with COSS and others are working with Sheffield schools to introduce the refugee experience into the curriculum – this could be a step towards primary and secondary schools becoming Schools of Sanctuary. This has the potential to link schools with community organisations and centres in support of community based development.

- Firvale Community Hub provide comprehensive neighbourhood support and enabling to local residents, including EU migrants. They are OISC registered and are an example of how local provision may be able to develop through collaboration.

- The neighbourhood strategy promoting community development requires support from specialised services to enable informed provision in local community facilities and centres.

6. Support for EU citizens at risk due to BREXIT

- Government requires use of an ‘app’ to apply for EU settlement (unless exceptional circumstances) until 30 June 2021. It is not clear what will happen after this.

- By September 2019, 26% of EU nationals in Sheffield had completed applications for settlement. This is a smaller percentage than in other cities in the region.

- Some applicants who have difficulty evidencing their continuous residence in UK for 5 years are being granted ‘pre-settled status’, leading to concern that this will make them vulnerable to removal later. The EU is seeking assurances from the UK that those without settled status will not be removed without a review process.\(^\text{12}\)

- The Home Office is not issuing any physical document to evidence that settled status has been granted. The EU parliament has passed a resolution expressing concern ‘the British government’s “conflicting announcements” about special status had caused “unhelpful uncertainty and anxiety” for EU nationals who had made the UK their home’.\(^\text{13}\)

- Sheffield has a substantial EU Roma population (estimated 6000), mostly from Slovakia.\(^\text{14}\) There is particular concern that they (and others with precarious work) will be at risk of sanctioning and removal due to lack of awareness of the requirement and due to difficulties in satisfying requirements of the settlement process.

- Projects have developed to support Sheffield’s Roma community to engage with the process and to provide the necessary evidence. Darnall Wellbeing is coordinating project work as a priority of the New Arrivals Health Needs Group. SCID is co-ordinating support on offer through CAS, DWB, Firvale Community Hub, Faithstar, and is working to enable Roma engagement.

- Priority – scope demand, numbers at risk, consequences of increasing / not increasing capacity and its coordination.

- Experience of other EU countries is that when there is a national requirement for new arrivals to register with the local authority, provision of support is more effective. In Sheffield a voluntary registration scheme could be linked to improved access to information and facilities. The offer could be attractive to new arrivals, and benefits to the city would not require all to sign up. If successful sign up would increase over time.


• NOTE – the 6 partner SPRING Project has created a data-base of its refugee users across all partners. This for the first time makes it possible to identify which services are being used and to make appropriate offers. This could be seen as a forerunner to voluntary registration for other migrant groups.

7. Workforce wellbeing and development
• Helping people to resolve desperate situations, when little can be done, and when progress will require collaboration with other organisations who may not understand the situation, is inherently distressing and over the longer term can be damaging to staff and volunteers’ health.
• Intensive work with people who have experienced trauma, and who now experience the hostile environment, can put staff and volunteers at risk of secondary trauma.
• Protection against these risks is provided by amazingly committed and resourceful people with equally committed and supportive colleagues – but only up to a point.
• Racism, sexism and unconscious bias are endemic in society. Organisations working in this area are not immune. The values of organisations in the sector and movement create an opportunity to address discrimination, but also create added stress if expectations and aspirations are not met.
• Education is important, as is awareness raising, learning and empowerment.
• Stress in the context of hostile environment can produce unproductive outrage – this needs support to focus action productively.
• It is important to prioritise wellbeing and development – training, supervision, mentoring.
• There is an experience that these things are not funded, which leads to an expectation that funders will not fund it. It is important to make the case to funders – a healthy workforce is effective and resilient – better for service users.
• Staff and volunteer development. There are many committed, experienced and talented people active in the movement. As demands arise people step into gaps, prioritising the needs of service users, which can result in firefighting rather than activities such as supervision, training, reflective practice, systemic problem solving.
• The sector could benefit from a review of staff and volunteer roles – are people using their skills to best effect? Some restructuring of roles could ease pressures and create more effective and satisfying, less stressful work.

8. Leadership to enable strategic development, including revisiting ‘What it means to be a city of sanctuary?’
• A strategic development group (SDG) is needed – linked to Refugee and Migrant Forum, which acts as the operational communications and partnership group.
• SDG should have a non-hierarchical relationship with the RMF – with members valuing diversity and whole system thinking and signed up to partnership principles (recommendations 1.2 & 1.3). Leeds Migration Partnership may be a useful model to draw experience from – has Information, Operations and Strategic Groups working in tandem linked by guiding principles15.
• The RMF should actively promote and support diversity of leadership, building on learning and developments outlined in Strategic Action 4.
• The recent initiative to review what it means to be a City of Sanctuary, a decade after the original idea came to prominence, is important. COS UK have initiated this and are

15 https://migrationpartnership.org.uk/who-are-we/tor/
supporting local groups. A nationwide consultation is currently running and COS UK will be convening a local authority event in May 2020 to discuss the issue.

- This question and the associated question “What do you do that is actually different as a city of sanctuary?” are being raised right across the movement from Sheffield City Partnership Board to the city council to smaller refugee led organisations.

9. Funding and funders
- Fundamental issue – all VCS organisations in the movement survive on short term funding – from a few months to a year or two. Three year grants are the exception. Longer term funding (5 years) would create more resilience and effectiveness. Too much unproductive time is spent applying for funding, gearing up to deliver, a period focused on delivery, and a period of wind down (during which experienced staff may leave) and reporting to funders, which can be excessive and unproductive.
- A review of existing funders of the sector and movement is needed – building on the funder analysis carried out by SPRING partners, as basis for increasing partnership funding.
- Continue to develop multi-partner funding applications, being mindful of the developmental needs of the movement (as identified in other Strategic Actions) and who is best placed to deliver services.
- Seek and encourage funders working, or willing to work, as a consortium.
- SCC grant aid is significant, it can enable matched funding and is potentially longer term, vital to the resilience of the sector.

10. The future development of the sector and movement – an enabling project
- As has been made clear, due to operational demands and continual firefighting, there is currently a lack of sufficient capacity for collaborative strategic development.
- The review identifies important themes that require development if the sector and movement is to progress its ambition and vision.
- Time limited resourcing is required to do this, building on the findings and recommendations of the review.
- This can be an opportunity for a multi-partner application to a consortium of funders interested in progressive development (see 9 above).

Recommendations

1. Coordination of activities and partnership working
1.1 Continue structured evolution of partnerships. For example, expand SPRING partnership to include people seeking asylum as potential clients – so strengthening partnership arrangements with ASSIST and SYRLJ for example.
1.2 Create a Strategic Development Group (see recommendation 8.1) with agreed criteria for which organisations join as core partners – others who support aims can join as associates. (Criteria might include commitment to share information at operational and strategic level, to participate in partnership management processes, to take turns in hosting and organising partner events, to support lived experience leadership, to contribute to joint funding bids).
1.3 Find a way of providing information on the outcome of asylum applications – for example to ASSIST on negative decisions and SPRING on positive decisions. Local authority may need to be involved unless housing provider communicates directly.
2. Development of The Sanctuary

The Sanctuary Partners Group and the User/Member Forum to review and implement actions, in particular:

a) Develop volunteer coordinator role to enable selection of volunteers, training and supervision – based on agreed protocols to manage expectations.

b) Ensure there is an experienced person available during opening hours to undertake triage when people arrive with unspecified needs. Provide information on activities and staff/volunteers plus facilitate regular feedback.

c) Develop best use of the building – this will require an innovative architectural project to reconcile coexisting aspirations in limited space with limited resources.

3. Provision of qualified professional services:

(a) immigration and asylum legal advice and (b) specialist mental health support

3.1 Establish a legal services leadership group to review and pursue priorities for (i) the provision of legal support for people with refugee status and those seeking it – plus support for EU citizens with the settlement process arising from Brexit; (ii) the provision of information on changes in legislation and rules affecting client groups to those working in the sector and movement, and other service providers who need this information – for example in housing, children’s and social services.

3.2 Contribute to the Strategic Development Group (see recommendation 8.1).

3.3 Quantify the need for specialist mental health services centrally and to support neighbourhood services; seek funding to increase provision.

4. Involvement of migrants and refugees (people with lived experience) in staff teams and leadership roles, including trustees – an example of progressive development

4.1 All providers to actively recruit people with lived experience into leadership roles – as staff, trustees and volunteers.

4.2 Establish the Enabling Hub to accelerate the process of bringing about a cultural change towards ‘shared leadership, shared delivery’.

4.3 Support the development of autonomous Refugee Community Organisations and include them in sector / movement leadership and decision making.

5. Balance between central / specialist and neighbourhood / generalist model of service provision – towards a neighbourhood strategy.

5.1 The Strategic Development Group (see recommendation 8.1) to identify support requirements of neighbourhood centres to provide information and support for people with needs related to migration – starting with partners already active in neighbourhoods (e.g. ASSIST, CAS, DWB, FVCH, RC, SAVTE and SCID), or expressing interest in doing so.

5.2 Link to Learn Sheffield and partners’ development of refugee experience in school curriculum.

5.3 Link to provision of services for EU citizens re settlement post Brexit.

6. Support for EU citizens at risk because of Brexit
6.1 Identify resources and organisational arrangements required to engage and support EU citizens who wish to remain in the UK, in particular Roma and other potentially marginalised EU citizens, to achieve settled status.

6.2 Assess the potential and viability of establishing a voluntary registration scheme for new arrivals, linked to access to information and facilities.

7. **Workforce wellbeing and development**
   7.1 Prioritise wellbeing and development including
   a) Sharing best practice between partners – for example through an Annual Information and Skill Sharing event – partners could take turns in hosting and organising.
   b) Review of staff and volunteer roles – are people using their talents to best effect? Some restructuring of roles could ease pressures and create more effective and satisfying, less stressful work.
   c) Develop collaborations that can offer specialist support, for example with Clinical Psychology Department at UoS.

7.2 Consult with funders on willingness to support staff and volunteer wellbeing

8. **Leadership to enable strategic development, including revisiting ‘What it means to be a city of sanctuary?’**
   8.1 Establish a Strategic Development Group for the sector and movement, learning from the experience of the 6 partner SPRING project’s Partners Group, addressing each of the identified strategic action themes.
   8.2 Develop terms of reference and membership criteria for full partnership (see recommendation 1.2), and the requirements for associate membership.
   8.3 Develop and work to an annual programme building on the RASM 2020 Review.
   8.4 Participate in the COS UK review of what it means to be a city of sanctuary in the 2020s. This nationwide review has the support of many Sheffield organisations and the learning and knowledge of the movement in Sheffield will play a large role in shaping the outcomes.
   8.5 This will require resourcing – see recommendation 10.

9. **Funding and funders**
   9.1 Develop a framework for the sector and movement to share information and collaborate in funding bids – review current funding portfolio.
   9.2 Engage with funders and invite funders to work as a consortium in partnership, drawing on the experience of funders already doing this – for example the Migration Exchange network.

10. **The future development of the sector and movement – an enabling project**
    Building on the learning from partnership working, the Strategic Development Group (see recommendation 8.1) to assess and implement the findings of this review. This to include:
    a) Coordinating early actions underway to implement learning arising from the review process;
    b) Seeking funding from a consortium of progressive funders who are willing to work developmentally in collaboration with partners to implement strategic actions and recommendations;
    c) Reviewing progress at 12 months.
Afterword

The focus of this review is on the needs of people seeking asylum and those with refugee status, and on services and facilities that support them to integrate. It also includes in less detail consideration of a new social group, EU citizens potentially at risk due to Brexit.

These social groups are part of a bigger group, that of new arrivals in Sheffield. The work of the sector / movement is important for understanding and enacting the processes of welcoming, enabling and integrating all new arrivals.

Welcome and integration are impeded by the hostile environment which is intended to deter a defined group of people, but in practice has a much wider sweep and impact. It directly affects social cohesion. The more recent rebranding as the “compliant environment” changes little because the existing practices and culture of hostility do not seem to have changed. This can make compliance a form of oppression.

We have noted that de facto Immigration Officers are conscripted to apply the law (for example as landlords, NHS staff, bank staff), other people take it upon themselves to enact the hostility by acting outside of the law – hence the rise in hate incidents and hate crime.

This review reports on progress since 2016, on achievements and changes. It identifies strategic actions with recommendations for moving forward.

It is important to acknowledge that the work reviewed makes a necessary contribution to social cohesion in the city – the intention being to enable new arrivals to become full participants as neighbours, friends and active citizens in Sheffield life, enabling us all to live well together.

Project Advisory Group – Emma Redfern (Sheffield City Council), Paul Harvey (Voluntary Action Sheffield), Tesfamhret Tsegazghi (Refugee Council), Tom Martin (City of Sanctuary Sheffield)

RASM Review Team - Ibtisam Al-Farah, Marcella Amita, Mike Fitter, Milan Bijelic, Rodrigo Edema, Tallyn Gray, Winnie Lutakome

Contact: rasmreview@gmail.com

March 2020
### Contributors to the review

<table>
<thead>
<tr>
<th>Joanne Abdulla - CAS</th>
<th>Huda Ahmed - SCC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathryn Ashworth - Solace</td>
<td>Tina Ball – COSS &amp; UoS</td>
</tr>
<tr>
<td>Craig Barnett - COSS</td>
<td>Akoi Bazzie – RC</td>
</tr>
<tr>
<td>Jude Beng – LAASLO</td>
<td>Stephen Betts - Learn Sheffield</td>
</tr>
<tr>
<td>Lisa Bradley – BRC &amp; SYRLJ</td>
<td>Charlotte Bryson - Burngreave Surgery</td>
</tr>
<tr>
<td>Andy Buck - VAS</td>
<td>Stella Burton – SAVTE</td>
</tr>
<tr>
<td>Emily Cantle - UoS</td>
<td>Lottie Carter – Cohesion Sheffield</td>
</tr>
<tr>
<td>Richard Chessum - ASSIST</td>
<td>Gina Clayton SHU REFR Clinic &amp; SYRLJ</td>
</tr>
<tr>
<td>Kerry Cressey - SAVTE</td>
<td>Stuart Crosthwaite - SYMAAG</td>
</tr>
<tr>
<td>Maddy Desforges – VAS</td>
<td>Violet Dickenson – DEWA &amp; SYMAAG</td>
</tr>
<tr>
<td>Alexi Dimond - COSS</td>
<td>Sarah Eldridge – COSS</td>
</tr>
<tr>
<td>Greg Fell - SCC</td>
<td>John Grayson - SYMAAG</td>
</tr>
<tr>
<td>Angela Greenwood - SCC</td>
<td>Shian Harris - GAFS</td>
</tr>
<tr>
<td>Paul Harvey - VAS</td>
<td>Colin Havard – SCC</td>
</tr>
<tr>
<td>Gareth Heslington – Mears</td>
<td>Andrea Higgins - DWP</td>
</tr>
<tr>
<td>Kathryn Hodder – Community Legal Solicitors</td>
<td>Sam Holland – MMF</td>
</tr>
<tr>
<td>Anne Hollows - COSS</td>
<td></td>
</tr>
<tr>
<td>Gulnaz Hussain - FCH</td>
<td>Rosie Huzzard – RtR</td>
</tr>
<tr>
<td>Firaz Jabar – COSS &amp; OKSC</td>
<td>Ishah Jawaid - ASSIST</td>
</tr>
<tr>
<td>Andrew Jeffrey – COSS &amp; SYRLJ</td>
<td>James Lock – Opus Independents</td>
</tr>
<tr>
<td>Clare Lodder - CAS</td>
<td>Fiona Lothian – Solace</td>
</tr>
<tr>
<td>Liz Maddocks - MY</td>
<td>Jennifer Marsden - DWP</td>
</tr>
<tr>
<td>Tom Martin - COSS</td>
<td>Lucy Mayblin – UoS</td>
</tr>
<tr>
<td>Emer McKay – Sheffield One World Choir</td>
<td>Lyndsey Mclellan - ASSIST</td>
</tr>
<tr>
<td>Lucy Melleney - DWB</td>
<td>Patrick Moran – SOAR</td>
</tr>
<tr>
<td>David Mount – ASSIST</td>
<td>Pat Myers - CAS</td>
</tr>
<tr>
<td>Tom Nunn - ATLEU</td>
<td>Emma Redfern – SCC</td>
</tr>
<tr>
<td>Geoff Richardson – SCC</td>
<td>Jessica Ross - RC</td>
</tr>
<tr>
<td>Hilary Smith – SYRLJ</td>
<td>Krassie Teneva - SHU</td>
</tr>
<tr>
<td>Jan Thompson – COSS</td>
<td>Diana Tottle – VAS/SPRING</td>
</tr>
<tr>
<td>Tesfamhret Tsegazghi - RC</td>
<td>Clare Tudor – SHU RFR Clinic</td>
</tr>
<tr>
<td>Jo-Anne Van Levesley - DWB</td>
<td>Jeni Vine – Cohesion Advisory Group</td>
</tr>
<tr>
<td>Michele Ward - NB</td>
<td>River Wolton - LASS</td>
</tr>
<tr>
<td>Lorraine Wood – SCC</td>
<td>Cllr Paul Wood - SCC</td>
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# Acronyms and abbreviations

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<tr>
<th>Acronym</th>
<th>Description</th>
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<tr>
<td>AMIF</td>
<td>European Union Asylum, Migration, Integration Fund</td>
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<tr>
<td>ASSIST — ASSIST Sheffield</td>
<td>NRC – Northern Refugee Centre</td>
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<td>CAS – Citizens Advice Sheffield</td>
<td>RASM – Refugee, Asylum Seeker, Migrant</td>
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<td>CCG – Clinical Commissioning Group (NHS)</td>
<td>RC – Refugee Council</td>
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<td>COSS - City of Sanctuary Sheffield</td>
<td>RCO – Refugee Community Organisation</td>
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<td>DEWA - Development Empowerment for Women’s Advancement</td>
<td>RMF – Refugee and Migrant Forum</td>
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<td>DWB – Darnall Well-Being</td>
<td>SAVTE - Sheffield Association for the Voluntary Teaching of English</td>
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<tr>
<td>DWP/JC+ - Department of Work &amp; Pensions / Job Centre Plus</td>
<td>SCC/LAASLO – Sheffield City Council / Local Authority Asylum Support Liaison Officer</td>
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<tr>
<td>EUSS – European Union Settlement Scheme</td>
<td>SCID – Sheffield Community Investment Deal (SCC)</td>
</tr>
<tr>
<td>FCH – Firvale Community Hub</td>
<td>SHU RFRC – Sheffield Hallam University Refugee Family Reunion Clinic</td>
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<tr>
<td>GAFS - Gay Asylum Forum Sheffield</td>
<td>SOLACE – solace: surviving exile and persecution</td>
</tr>
<tr>
<td>LASPO - Legal Aid, Sentencing and Punishment of Offenders Act 2012</td>
<td>SPRING - Sheffield Project for Refugee Integration &amp; Growth</td>
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<tr>
<td>LASS – Lesbian Asylum Support Sheffield</td>
<td>SYMAAG - South Yorkshire Migration and Asylum Action Group</td>
</tr>
<tr>
<td>Mears – Mears Housing Management</td>
<td>SYRLJ – South Yorkshire Refugee Law &amp; Justice</td>
</tr>
<tr>
<td>MH – Migrant Help</td>
<td>UASC – Unaccompanied asylum seeking children</td>
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<tr>
<td>MHCLG – Ministry Housing Communities Local Government</td>
<td>VPRS – Vulnerable persons resettlement scheme</td>
</tr>
<tr>
<td>MY- Migration Yorkshire</td>
<td>UoS – University of Sheffield</td>
</tr>
<tr>
<td>NAHNG – New Arrivals Health Needs Group</td>
<td>VAS – Voluntary Action Sheffield</td>
</tr>
<tr>
<td>NB – New Beginnings Project (part of VAS)</td>
<td>VCS – Voluntary &amp; Community Sector</td>
</tr>
</tbody>
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