

Support Hub 2023

Services provided to local
asylum seekers & refugees

80 English Confidence sessions

7 Lifeskills sessions

"English is excellent at LCoS".

"Thanks to you, I've been able to enrol at college."



30 Health/Wellbeing sessions

in partnership with LCitC

*"I can't believe I've lost so many kilos,
I want carry on being healthy"*



29 Toddler Playgroup sessions

"We had a great time with you.

Thanks for your patience with our children "



8 Trips for families

*"I enjoyed so much at the play centre. I met
new friends, playing on the slides was amazing"*



13 Creative sessions

*"Having you here makes a huge difference
to our mental health - thank you"*



9 Social/Cultural Trips for adults

*"I love going on trips with you! I always
discover new parts of the city and its history".*



CONTEXT

A particular focus in 2023 at the Support Hub has been to provide services for new arrivals housed temporarily in local hotels.

Many speak very little English, are socially isolated with few acquaintances in Leicester. We've provided emergency cash, phone cards with data, toiletries and clothing.

We've set up 10 week blocks of conversational English classes to help newly arrived asylum seekers take their first steps developing confidence in English, and life skills sessions to help them understand what will happen should they get leave to remain.

IMPACT

English conversation classes:

Made progress in speaking English



Felt confident speaking English



We also support people progress on to classes at Leicester College once they have been in the UK for 6 months.

Family Activities

A growing number of families are now being accommodated in hotels, crammed together in a small room with their children. Our family activities provide them with opportunities to take the children out, socialise and make friends with other families.

Our toddler playgroup gives parents the opportunity to play with their children, socialise and practice English, as well as learning how to support their child's development. It supports children to get

298

new registrations with needs assessment

44

people supported with casework

£5,000+

worth of goods given out including toiletries & SIM cards

"LCoS is all about humanity - they don't mind about your religion or which country you are from. They welcome everyone. I have mental health problems so 6 days of my week are hard. But that is different on the day I come to LCoS. They are like my family."

ready for nursery, and assistance is provided to access free nursery provision, once the child is eligible.

"My children learn a lot from attending family activities, they learn how to make friends, for example my little one used to be scared of other kids but now he can play happily with others."

Other activities at the Hub have included health and wellbeing sessions, in partnership with LCitC and other community groups to encourage healthy eating, health awareness and regular exercise.

We've provided a wide range of trips both locally and further afield, including bowling, a visit to Go Kids Go soft play centre, trips to watch football matches at King Power stadium and visits to local museums.

Giving our service users the opportunity to volunteer with us has always been a vital part of what we do. It's a win-win situation, beneficiaries feel a sense of purpose and enjoy helping others whilst we benefit from the skills they bring.

"I like to contribute and share my skills to help other people and to show that asylum seekers want to help as well, and fit into the community"

181

*ESOL classes
(in partnership with UoL)*

27

sewing classes

37

football sessions

13

NEST cases

WIDER ACTIVITIES

Football

Our football sessions were very popular, attracting large groups of young men each week. In 2023 we were able to fund a third pitch to meet the growing demand. Our partnership with LCitC remains strong and has allowed our group to access their 'Playmaker' course, which includes an introduction to refereeing.

Textile Group

The textile group is run specifically for women to learn dressmaking and knitting. As well as developing new sewing skills, the group have been using basic numeracy and literacy, as participants practice English and learn to make a personal block. Many of the women are housed in local hotels. Despite very limited English, they've all learned to make several garments, and it's clear that both learning new skills and finding a sense of belonging and community in the group offer huge benefits to these women.

New Evidence Search Team

Our NEST volunteers focus on failed asylum seekers who have been referred to us by British Red Cross. They empower people by helping them understand the reasons why their cases were refused and then help these refused asylum seekers gather new evidence to present to a solicitor for submitting a fresh claim.

English Classes in partnership with University of Leicester

ESOL classes have been running throughout 2023 five days a week at a range of levels. Classes are offered both face-to-face in the Sanctuary Suite and on Zoom. A separate group has been set up to cater for asylum seekers who are not UK residents, following requests from asylum seekers in the Netherlands and other countries. There is also a library where our group members can borrow books and resources.