

## 1. Consider the importance of initial arrival, welcome and orientation and how this could be approached as a city

**Context:** Many organisations offer support to those newly arrived in the city, including providing welcome and orientation. However, initial information provided is not standardised and depends upon the organisations approach and remit as well as their capacity to signpost and refer to other organisations. There is no data provided when new arrivals are moved into the city, and people are reliant on the Home Office subcontractors and/or word of mouth to find out about organisations and services. There have been attempts in the past to create a space that acts as a 'hub' for those newly arrived, and a pilot project in the NE region that provides all new arrivals with a single point of contact. It is felt that more could be done to support with this crucial period when people initially arrive in Newcastle.

### Key achievements:

- A hub / one stop shop / first central point of contact approach

Action Foundation continue to run their weekly drop-in which aspires to be a first central point of contact. If you would like further information and/or to support this work by attending the drop-in please contact, Yvonne Cheung [yvonnecheung@actionfoundation.org.uk](mailto:yvonnecheung@actionfoundation.org.uk)

- A new arrivals packs/web information that individuals and organisations can access

### Support for Asylum Seekers and Refugees – Information Now

Through the updated InformationNow resource page there is the facility to print out the information with a covering welcome page, making a welcome pack that is up to date and translatable. We rely on organisations keeping their details up to date and aim to encourage and support with this via InformationNow attendance at the CityWide meetings and the Sanctuary Forum. For more information and/or to add details to this page please contact, Lauren Hoy [Lauren.Hoy@newcastle.gov.uk](mailto:Lauren.Hoy@newcastle.gov.uk)

Snapshot overview of the page views from Sept '22 to end of Jan '23:

The Support for asylum seekers and refugees' article was viewed 2,103 views  
Donating to charities to help asylum seekers and refugees 116 views  
Help to access health services article 112 views  
English (ESOL) lessons article 802 views

### Outcomes:

- A hub / one stop shop / first central point of contact approach
- A new arrivals packs/web information that individuals and organisations can access

- Provide a standardised initial contact form to ensure that organisations have the data that they require to refer/signpost
- Single Point of Contact – explore how has this worked with Mears in other NE local authorities

**Actions:**

- Provide a standardised initial contact form to ensure that organisations have the data that they require to refer/signpost
- Single Point of Contact – explore how has this worked with Mears in other NE local authorities **To be explored via CityWide meetings (Rosie Tapsfield)**

## **2. Ensuring the correct information is available, in the most accessible format, to both sanctuary seekers and organisations supporting sanctuary seekers**

**Context:** There are information resources available including support organisations, drop-ins and ESOL providers in the city, however these are in English, online and rely on people knowing how and where to access them, as well as organisations details being kept up to date. It is felt that more could be done both in terms of accessibility and visibility of information.

**Key achievements:**

- Build on established resources such as InformationNow to centralise and maintain key information and,
- Promote existing information so that organisations have the knowledge to signpost and refer

[Support for Asylum Seekers and Refugees – Information Now](#)

The InformationNow resource page relies on organisations keeping their details up to date. We encourage and support with this via InformationNow attendance at the CityWide meetings and the Sanctuary Forum. For more information and/or to add details to this page please contact, Lauren Hoy  
[Lauren.Hoy@newcastle.gov.uk](mailto:Lauren.Hoy@newcastle.gov.uk)

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- More events: for networking and conversations and looking at how we can work better together, a space to think creatively

Newcastle Sanctuary Forum has become a quarterly event with an ongoing commitment that Newcastle City of Sanctuary will organise and facilitate these meetings. For more information and/or to discuss events please contact, Rosie Tapsfield

[Rosie.Tapsfield@newcastle.gov.uk](mailto:Rosie.Tapsfield@newcastle.gov.uk)

#### **Outcomes:**

- Interpreting and translation and what organisations can do to standardise this
- Promote existing information so that organisations have the knowledge to signpost and refer
- Provide standardised induction/training/personal development plan across the city for people working with sanctuary seekers
- More events: for networking and conversations and looking at how we can work better together, a space to think creatively
- Build on established resources such as InformationNow to centralise and maintain key information
- Create an 'Education Welcome Pack' for parents/guardians in parallel with an 'Information pack' for schools, and explore options for similar 'packs' for different sectors?

#### **Actions:**

- Interpreting and translation and what organisations can do to standardise this
- Provide standardised induction/training/personal development plan across the city for people working with people seeking sanctuary
- Create an 'Education Welcome Pack' for parents/guardians in parallel with an 'Information pack' for schools, and explore options for similar 'packs' for different sectors? **EPS developing 'Education Welcome Pack' (Andrew Scott)**

### **3. Identify opportunities for collaboration between support organisations to make best use of limited resources**

**Context:** We are fortunate to have experienced and committed organisations in Newcastle that provide support to those seeking sanctuary. There are established mechanisms for organisations in Newcastle to come together to share information and develop partnership working, this includes the Newcastle CityWide Multi-Agency Group, as well as through joint projects and initiatives. However, the continual erosion of resources within the sector and the need to constantly 'do more with less' risks undermining efforts to work collaboratively. The need for co-ordination and ability to identify where partnership working would maximise limited was identified as an opportunity to consider within the role of the Sanctuary Forum. Consideration equally needs to be given to ensuring that appropriate feedback loops to ensure continued improvement.

## Key achievements:

- Explore initiatives to promote 'Sanctuary Awards' and/or 'Sanctuary Seeker/City of Sanctuary lens' to appraise organisations

Recent awards include Jesmond Library and Newcastle City Council

There are also a growing number of schools involved in the work in Newcastle – over 50 schools in the network - and 11 schools were awarded in 2022.

See [here](#) for details of awards in Newcastle and [here](#) for awarded schools.



Training was provided to Schools of Sanctuary Award panel members on appraisal (May 2023) and there will be a timetable of events for schools in 2024.

The Sanctuary Forum (March 2023) focused on Arts and Sanctuary and aimed to promote the work and awards to cultural and arts venues in the city.

- Explore initiatives for 'Sanctuary Champions' to increase knowledge across the city

Work with WERS since April 2022 to support people with lived experience through Sanctuary Ambassador Project – in place to support people with attendance of forum as well as support panel members

Total of 24 people attended October 2022 Sanctuary Forum, engaged in Schools of Sanctuary panels and attended focus groups to offer their ideas and opinions.

“I have been involved in the Newcastle City of Sanctuary, attending the most recent forum meeting and a recent focus group at WERS in which clients spoke to City of Sanctuary about their experiences of seeking asylum in the city... I have been able to share my experiences and was listened to... this was good”

- Provide an ‘Introduction to City of Sanctuary’ training package for individuals/organisations

There is a free City of Sanctuary online training module aimed at front line professionals, volunteers and anyone else wanting to get a simple overview of migration in Newcastle: [City of Sanctuary Training Course](#). This can be supplemented with face-to-face briefings and training sessions on request. For more information please contact, Rosie Tapsfield [Rosie.Tapsfield@newcastle.gov.uk](mailto:Rosie.Tapsfield@newcastle.gov.uk)

- Provide training / guidance to staff exploring the impact of, and responses to trauma

Trauma and Resilience training workshops have been held with various organisations. Ongoing training package in places for schools. Potential for further training workshops for those working in the sector going forward. For more information please contact, Rosie Tapsfield or Andrew Scott [Rosie.Tapsfield@newcastle.gov.uk](mailto:Rosie.Tapsfield@newcastle.gov.uk) or [Andrew.Scott@newcastle.gov.uk](mailto:Andrew.Scott@newcastle.gov.uk)

- Strengthen the co-ordination role that the City of Sanctuary provides to support partnerships and joint working

The Council of Sanctuary Strategy was informed by research with teams across the council, with partners across the voluntary and community sector and with people seeking sanctuary in Newcastle. You can read the strategy [here](#) and please do get in touch if you have comments and/or would like to be involved with the work of the strategy going forward.



**Newcastle City of Sanctuary**

**Council Strategy**



### **Outcomes:**

- Strengthen the co-ordination role that the City of Sanctuary provides to support partnerships and joint working
- Explore data sharing issues so that organisations can refer between services from initial contact
- Explore initiatives to promote 'Sanctuary Awards' and/or 'Sanctuary Seeker/City of Sanctuary lens' to appraise organisations
- Explore initiatives for 'Sanctuary Champions' to increase knowledge across the city
- Consult ancillary support organisations and review what support is offered and what they would find useful
- Create space to explore how is good practise shared
- Explore initiatives that support sanctuary seekers with mental health
- Provide an 'Introduction to City of Sanctuary' training package for individuals/organisations
- Provide training / guidance to staff exploring the impact of, and responses to trauma

### **Actions:**

- Strengthen the co-ordination role that the City of Sanctuary provides to support partnerships and joint working **The Council of Sanctuary Strategy [here](#) (Rosie Tapsfield)**
- Explore data sharing issues so that organisations can refer between services from initial contact
- Explore initiatives to promote 'Sanctuary Awards' and/or 'Sanctuary Seeker/City of Sanctuary lens' to appraise organisations **Sanctuary Ambassador Project with WERS (Rosie Tapsfield and Lisa French)**
- Explore initiatives for 'Sanctuary Champions' to increase knowledge across the city **Sanctuary Ambassador Project with WERS (Rosie Tapsfield and Abi Knowles)**
- Consult ancillary support organisations and review what support is offered and what they would find useful
- Create space to explore how is good practise shared
- Explore initiatives that support sanctuary seekers with mental health

## **4. Maximising opportunities to harness the goodwill of people supporting the work in the city, including people with lived experience**

### **Context:**

There are a wide range of individuals and organisations who support the aims and values of City of Sanctuary and there are a number of ways that people can get involved in this work, through volunteering, activism, financial donations and more. It

is felt that more could be done to harness the goodwill of people and maximise opportunities for people to support the work

### Key achievements:

- Explore options for a citywide collection campaign for cash donations which could be used for travel costs, hardship, essential items

Collaborative City of Sanctuary campaign for travel costs in March/April 2022 with over £10k raised to support people residing in hotels in the city. Ongoing discussions about lessons learnt and possible next steps to build upon and develop this work

## Just The Ticket

by Newcastle City of Sanctuary in Newcastle upon Tyne, Tyne and Wear, United Kingdom



Connecting vulnerable people to Newcastle.

✓ We did it

On 21st April 2022 we successfully raised £10,416 (+ est. £936.75 *giftaid*) with 171 supporters in 45 days

[Just The Ticket - a Community crowdfunding project in Newcastle upon Tyne by Newcastle City of Sanctuary \(crowdfunder.co.uk\)](https://www.crowdfunder.co.uk/just-the-ticket)

- Explore initiatives for volunteering, peer support programmes and use of lived experience

WERS SkillsMatch Project presented at Sanctuary Forum June 2022

### Outcomes:

- Create space to explore what 'best' practise looks like from those with lived experience – we need to better understand what sanctuary seekers need
- Explore initiatives that promote paid employment routes for sanctuary seekers
- Explore initiatives for volunteering, peer support programmes and use of lived experience
- Create space for a lived experience facilitated forum
- Explore initiatives that provide a platform for people with lived experience to share their experiences with the wider community to help improve understanding
- Explore options for a citywide collection campaign for cash donations which could be used for travel costs, hardship, essential items

## **Actions:**

- Create space to explore what 'best' practise looks like from those with lived experience – we need to better understand what sanctuary seekers need
- Explore initiatives that promote paid employment routes for sanctuary seekers
- Explore initiatives for volunteering, peer support programmes and use of lived experience **WERS SkillsMatch Project presented at Sanctuary Forum June 2022 (Hannah Barnes)**
- Create space for a lived experience facilitated forum **Sanctuary Ambassador Project with WERS (Rosie Tapsfield and Abi Knowles)**
- Explore initiatives that provide a platform for people with lived experience to share their experiences with the wider community to help improve understanding
- Explore options for a citywide collection campaign for cash donations which could be used for travel costs, hardship, essential items **Work with travel campaign steering group to explore ongoing campaigns (Rosie Tapsfield)**

## **5. Increase the 'reach' of the City of Sanctuary values, narrative and ideas**

### **Context:**

There are some inspiring case studies from individuals as well as the collaborative work in the city that could and should be celebrated. It is felt that more could be done to expand this to support more people in the city to understand the issues, the work in the city as well as the positivity that comes from being a diverse and welcoming city.

### **Key achievements:**

- Explore opportunities for local campaigns to push the work and change the narrative

Asylum Matters and IMiX presented at Sanctuary Forum in June 2022

### **Outcomes:**

- Explore opportunities to harness organisations' supporter networks more broadly, for example training opportunities for all outside of the organisations they are affiliated with
- Explore opportunities for local campaigns to push the work and change the narrative
- Explore opportunities to mobilise local communities, potentially linking to the above action exploring options for a citywide collection campaign



## **Actions:**

- Explore opportunities to harness organisations' supporter networks more broadly, for example training opportunities for all outside of the organisations they are affiliated with
- Explore opportunities for local campaigns to push the work and change the narrative **Asylum Matters and IMiX presented at Sanctuary Forum in June 2022 (Jen Laws and Katie Bryson)**
- Explore opportunities to mobilise local communities, potentially linking to the above action exploring options for a citywide collection campaign **Work with travel campaign steering group to explore ongoing campaign for travel (Rosie Tapsfield)**