

TFN Impact Report

Name of your Organisation:	Refugees At Home
Name of the project TFN funded:	Refugees At Home development
Date Funded by TFN:	03/12/2018
Were you able to undertake your project as planned?	Yes
If no, please outline how the project has changed.	
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>Refugees at Home has now (end September 2019) made nearly 2,000 placements. It has provided 145,000 hosted guest nights since 2015, for 1,967 guests.</p> <p>17% of stays are 5 days or less. 48% of stays are for longer than 30 days.</p> <p>The TFN grant paid for about one third of a placement co-ordinator for 2019. And making placements has got harder: the guests have complicated needs which have to be assessed; hosts get exhausted or have life changes: they move, down-size, get pregnant, change jobs, have health problems, even die. Therefore we are always trying to recruit new hosts and re-invigorate older ones. Sometimes this is successful: our very first host has just joined us again after an absence of 18 months while she changed jobs and got divorced!</p> <p>At the same time the complexity of guests needs has increased: more long-term asylum-seekers facing very long delays in Home Office decision-making. Maybe this is Brexit or Windrush related. We are not sure but the length of time guests need hosting for seems to be getting longer and the waits for any decision, let alone a positive one, longer too. We have no control over this, which is immensely frustrating. We are also getting reports from our referrers, such as the Red Cross, that this is affecting their clients and the amount of time they will need to be hosted. Which makes it hard for an organisation that is trying to bridge gaps and provide relatively short-term hosting. But we do know that these delays mean hosting is as important as ever and getting more so.</p> <p>The TFN and associated funding has meant we have the confidence now to go on and work towards appointing someone to specifically recruit and retain hosts - that is the next stage in our programme. We hope to have someone in place by early 2020, if not before.</p>

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	Our specific cases are in the personal stories below.
What portion of the project did TFN fund?	30% of one placement co-ordinator
How many direct beneficiaries did the TFN funded project reach?	We have placed about 470 guests this year so far.
How many indirect beneficiaries did the TFN funded project reach?	There are now over 14,000 people following us on Facebook and over 7,000 on Twitter. They all benefit to some extent.
Were you able to leverage further funding as a result of TFN support?	Yes
If yes, how much were you able to raise?	Marie-Louise von Motesiczky Charitable Trust made a grant of £12,500 a year for two years to support our placement team. The chair, Frances Carey, heard our pitch and responded to our follow-up email.
Did you receive any pro-bono support, volunteer offers or introductions as a result of the event?	No
If yes, please can you provide details of the support you received?	
Has the training you received from TFN better prepared you in pitching your organisation to potential funders?	No
Has TFN increased your capacity to raise further funds?	Yes
How important was TFN funding in helping you achieve your objectives?	We would have found it difficult to achieve our objectives without TFN funding
Since presenting at TFN, has your organisation undergone any other significant changes?	Our senior manager arrived just as we made the presentation - but she was already funded. We have spent this year, as we said we would, consolidating our systems and trying to make our processes work to ensure placements are as transparent and trouble-free as possible. We were formerly wholly virtual and worked from our own homes. We have had face-to-face days for the team all 2019 - and all

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	<p>provided pro-bono by generous organisations from Travers Smith and Moody's to Airbnb and Bank of America. This October we have found accommodation at 3Space in Brixton and have just started working from there. So we now have free office space for up to four days a week. We hope this will help the employed team be both more supported and increasingly productive.</p>
<p>Do you have any other comments or feedback on the experience of the TFN process?</p>	<p>I think the afternoon training was useful to the inexperienced but was maybe a little long. I think it would be helpful to ensure applicants attended an event before pitching. That might be as useful as the training session.</p>
<p>Can you tell us any personal stories to highlight the value of the project?</p>	<p>Almost every one of our guests has a story which highlights the value of the project.</p> <p>AT is a Syrian refugee. We hosted him in Huddersfield for 89 nights as an asylum-seeker and then in London for 271 nights. He eventually attained refugee status in July 2019. In August he got a job in Wimbledon, while still hosted in Islington. He applied for family re-unification. But with a wife and four sons aged 8,6,4 & 2, and no help, he couldn't find anywhere for all six of them to live, within reach of his work, which he could afford to rent. Landlords require deposits, proof of long-term employment, and utility bills. refugees don't have all that. We did a Facebook appeal which reached 36,000 people. A landlady in Weybridge responded with a three bed house. Then her insurers withdrew all cover if she let to a refugee. We think this is illegal but, again through social media, found four alternative insurers and Shelter's lawyer has also taken up the case.</p> <p>Through our networks we have found financial support for AT's family - to help them move into an unfurnished house and pay the rent, ESOL and family support, furniture, schools. Plus we found two hosts near AT's work who would - if necessary - put the whole family up for up to a month, while it's all sorted.</p> <p>But such are the offers and so effective has been the co-ordination, that when the family arrive on October 29th (this Tuesday) they should be able to move straight into the rented house - which is theirs for the year.</p> <p>As an outcome, that's quite hard to measure. And it was very hard work to achieve. But it is hugely worthwhile.</p>

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H is a refused asylum-seeker. She was hosted in Surrey long-term. But her hosts' daughter suddenly died, leaving them responsible for four-year-old triplets, miles away. The only thing we could do to help was find H a new host immediately. We did, for a month and have now moved her on to a longer-term placement. Plus the interim host found her a new lawyer, who says she has a good case and should not have to return whence she fled, under the voluntary removal scheme.

One young guest, S, was really urgent. He was very well-referred and case-managed but it turned out that this age-disputed 15 year old was targeted by gangs of older men who said he owed them money. One placement co-ordinator had to drop everything to find him a new host immediately - well away from London and the predators. Once he was safely hosted and out of danger, his referrer managed to get the age dispute dropped and him back into the care system.

M is a Syrian chef. We hosted him in Brighton but he was desperate to come to London to pursue his catering dream. He's been hosted in West London now for six months, his pop-up brunch scheme is a triumph and he is now earning enough to be able to move on and pay rent and become established in his independent life.

Do you remember K, another Syrian, who presented with me at TFN? He was hosted for 7 months while he worked, saved and applied for a PhD in pharmacology. He moved to rented accommodation we found for him for a few months. He was then accepted onto a fully-funded PhD programme at Imperial College and is now hosted in Bristol while he does a preliminary four month's preparatory study there.

B is one of our longest staying guests. He was stateless and with an immensely complicated case. Honestly, we have all nearly given up at times. He has OCD, and other problems and he was an asylum-seeker for ever. He is hosted in Surrey and has been with this host for over 630 nights. BUT he just got refugee status and the local authority is going to accommodate him. We all think that's a triumph over the adversity and challenges he undoubtedly faces.

There are many, many more stories - most of them positive, some rather sad. We can share more if you would like.

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