



TFN Impact Report

Name of your Organisation:	TERN - The Entrepreneurial Refugee Network
Name of the project TFN funded:	On Demand
Date Funded by TFN:	06/02/2018
Were you able to undertake your project as planned?	Yes
Can you describe and/or demonstrate the specific impact that TFN funding has had against your initial objectives?	<p>The YFN funding went into supporting a pilot of a new TERN service – <i>On Demand</i>. This provides flexible, bespoke quality business support to refugees who would otherwise not be able to progress or start their businesses. With the YFN funding, we were able to run a 4 month pilot, testing demand for such a service, developing an initial toolkits and assets to meet this demand and establishing what was possible with a full On Demand service.</p> <p>As a result of this pilot, we were directly able to support the business development of 40 refugee entrepreneurs through almost 100 business advice sessions. These sessions not only established a significant level of demand for an On Demand business service for refugees, but also had a significant impact on the business journey's of those involved. Indeed, sessions scores for the pilot averaged almost 9.5/10 with 7 entrepreneurs directly graduating into our full scale incubator, and a further 3 securing a business loan through the sessions.</p> <p>Following on from this success, we are now looking to launch On Demand as a full service in April 2019, with a target of supporting more than 100 entrepreneurs in its first full year of operation. This would equate to more than 350 topic sessions, over 1500 hours of support delivered and close to 200 supporters engaged.</p>
What portion of the project did TFN fund?	20%
How many direct beneficiaries did the TFN funded project reach?	44
How many indirect beneficiaries did the TFN funded project reach?	100
Were you able to leverage further funding as a result of TFN support?	Yes
If yes, how much were you able to raise and from whom?	Not yet secured, but we are looking to secure £95,000 of funding from the Big Lottery Fund for the full roll out of the On Demand service.
Did you receive any pro-bono support, volunteer offers or	No



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introductions as a result of the event?	
How important was TFN funding in helping you achieve your objectives?	We would have found it difficult to achieve our objectives without YFN funding
Since presenting at TFN, has your organisation undergone any other significant changes?	Since presenting at YFN, TERN has grown to having 7 employees (5 full-time, 2 part-time). In 2018, the organisation grew its delivery to refugee clients by well over 200%, grew its core community by over 100 entrepreneurs and our supporter community expanded to nearly 400. We are hoping that 2019 will be even better!
Do you have any other comments or feedback on the experience of the TFN process?	It was a great experience - thank you very much!
Can you tell us any personal stories to highlight the value of the project?	The event was the first time TERN consolidated its work into a pitch narrative, and allowed us to establish a template for how to most effectively engage audiences with refugee entrepreneurship. This was particularly useful for Charlie, who pitched on the day and has since become our Head of Partnership. Indeed, he would later use a similar deck structure when being the opening speaker at the inaugural Global Summit on Refugee Entrepreneurship in November 2018.