




Our Impact


Our fundamental aim is to welcome local asylum seekers and refugees and support them to rebuild their lives, develop their skills and feel part of the community.

This is at the heart of what do, and all of our projects and services underpin this aim. We have produced an Impact Report for the 2019 calendar year. Here are the highlights.

408  Asylum seekers and refugees receiving help via one or more LCoS service

*"...the house and family of asylum seekers and refugees
It is a place of love and kindness for everyone
A huge thanks to Leicester City of Sanctuary."*

- Naveed, Service User and Hub volunteer

3779  Hot meals served at the Hub

"I was scared to be sent back to my country because I would be killed. It helps me when I come here, it feels good & I feel comfortable. I feel happy in my heart, it helps me relax & I sleep better. When it's Weds I wake up very early and I feel excited that I will be coming to the Hub. Meeting friends, chatting and eating together feels good." - Maryam, Service User

128  New arrivals welcomed by peers at the Hub, signposted to help & advice

"Leicester City of Sanctuary has been helpful in so many ways and since I came here many things have changed in my life. The Hub welcomed me and is very friendly. I feel relaxed when I come and I've made many friends. The leaflet given to me when I first arrived was so helpful. I found out about other charities that can help me and also about the LCoS sewing class. I've been coming for 4 months, and I'm now a volunteer, helping on the welcome table and giving advice to new people". - Hagara, Service User and Hub volunteer

*“We run our charity **with** our service users, not **for** them. I’m so proud of our asylum seeker volunteers. They’re the lifeblood of our organisation, and they are our most valuable resource. Running the charity together is good for everyone, and gives a sense of joint ownership. Helping each other makes us feel like a family”. -Shali Bullough, LCoS Coordinator*

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Asylum seekers volunteering to help run the Hub

“I have been volunteering for three months. I like helping in the kitchen, this is like my family” – Ashna, Service User and Hub volunteer

“Many people think I help the Hub by cooking the lunch but actually it is the other way round, being there helps me by taking my mind off my problems. It puts a smile on my face, that's why I volunteer for LCoS”

Linton, ex-service user, now working as a chef

227



English Classes delivered in partnership with UoL

“When I first started working at LCoS Madiha only had a bit of confidence to speak a few words of English with me. After only a few weeks of embedded English at the Hub I can see the progress Madiha has made. She was very happy with the English session and spoke about the food she’s going to make next week, then she went on to tell me about her country and her family. This conversation wouldn’t have been possible if it hadn’t been for the English class to give her the confidence to speak.” Shabana Momin, Assistant Coordinator

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Sewing and IT Classes provided

“I’ve wanted to learn sewing for a long time but I didn’t have any idea where to go. I heard about the group at the Hub. My mum is a good at sewing but I never learned. Joining the sewing class has made me very happy” Hagara, Service user

46



Football sessions delivered, 35+ players per session

"It is the best part of the week, because I make new friends and meet old ones"

"It helps me to get rid of any frustration and anger" – Football group participants

27



New Evidence Search Team (NEST) cases handled to help refused asylum seekers

"They explained everything for me for my case" – NEST client

"Many NEST clients have no one else to turn to: After a recent meeting 1 ½ hr with a client, he told me that in 10 years, no one had ever spent so long going through the details of his case with him – not even his solicitor." NEST Volunteer

"The NEST service empowers asylum seekers with a sense of ownership over their cases & helps them gather relevant information" - British Red Cross caseworker

13



Trips and visits, 237 total attendances

"We learned lots of new things at the fire station. We didn't know what to do to keep safe. Now my son is reminding me to shut doors at night" – Fozia, Service User

12



Bikes with helmets, lights & locks given to isolated people

"Helped me more than anything to travel to city and Leicester College and shops." - RAS bike recipient

**"I like coming to Leicester City of Sanctuary
because we are like a family
and I don't have a family in the UK"**

