



# Working Together

Views of Refugee Action Stakeholders

June 2006

**mBa**

Michael Bell Associates



working with refugees to build new lives

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## 1 EXECUTIVE SUMMARY

Refugee Action provides a wide range of services for asylum seekers, refugees and their communities to achieve its key aim of helping refugees build new lives. In addition, Refugee Action engages and works with a wide range of other service providers from the statutory, voluntary and private sector. This occurs at a local, regional and national level and enables Refugee Action to maximise its impact and outcomes for clients through joint work and sharing of skills, resources and expertise across different agencies e.g. health, education, the police, Jobcentre Plus, advice agencies and other specialist agencies. Given the extensive network in which Refugee Action operates, the agency wanted gain a clear picture of how it is viewed by its stakeholders. The aim of this survey therefore, was to provide the agency with both qualitative and quantitative data on how stakeholders view Refugee Action as a partner and provider of services, and to give some insights into how existing services might be improved and what new services Refugee Action might want to consider providing in the future.

The survey was carried out using a standard questionnaire and a mix of methods i.e. face to face or telephone interviews or self completion of the questionnaire. The questionnaire contained both open and closed questions. The survey achieved 154 responses and the data was analysed by Michael Bell Associates using 'SNAP' and excel software.

The results demonstrated high levels of satisfaction with Refugee Action both as a service provider and a partner. The majority of respondents (over 90%) rated their services as good or excellent and similarly their partnership approach. In terms of future priorities most respondents rated all suggestions in the questionnaire as high or medium priorities. Because the majority of responses were extremely positive across the range of measures, the quantitative data does not indicate any clear recommendations for improvement except for Refugee Action to aim for continuous improvement and innovation in its work. The key theme from the more qualitative data was that stakeholders wanted Refugee Action to do more of the same and expand into new locations. The main conclusion is that Refugee Action is highly regarded by its stakeholders and should continue with its partnership approach to ensure the best possible services and access to services for refugees and asylum seekers.

### 1.1 INTRODUCTION

Refugee Action is an independent national charity which was founded in 1981. Refugee Action works with refugees and asylum seekers to build new lives in the UK and provides practical advice, support and assistance for refugees, from arrival to their long-term settlement. As one of the country's leading agencies in the field, Refugee Action has 25 years' experience in pioneering innovative work in partnership with refugees.

## 1.2 BACKGROUND TO THIS RESEARCH

The key cities in which Refugee Action provides its direct services are: Manchester, Liverpool, Bolton, Leeds, Leicester, Nottingham, Bristol, Portsmouth, Birmingham, Plymouth and London; although services and activities extend beyond these city boundaries into neighbouring towns and cities and are usually region wide. Refugee Action also acts as a focal point in the regions or cities where it operates, being both a catalyst for positive change, and a source of local/regional expertise on issues relating to refugees, asylum seekers and government policy.

The direct services provided by Refugee Action are embedded within an extensive network of other agencies across the statutory, voluntary and private sector. By working with others, in the spirit of partnership and cooperation, Refugee Action is able to achieve its mission of helping refugees build new lives far more effectively than it could on its own. The skills and resources of many other organisations at a regional level now contribute to Refugee Action's work, for example, health, education, police, advice centres, legal advisers and Jobcentre Plus.

Refugee Action also works with national partners and engages both nationally and regionally with funding organisations and the media, again as both a source of expertise and as a service provider. Finally Refugee Action is sometimes a customer of goods or services.

Given the wide and varied network in which Refugee Action now operates, the agency wanted to gain a picture of how the organisation is perceived by its stakeholders: as a partner, a service provider and a customer.

This is the first, major feedback survey and consultation exercise of this type with stakeholders that Refugee Action has carried out; although the agency does obtain regular feedback from its more direct service users, i.e. asylum seekers, refugees and their communities, as well as evaluations of events, training and projects. But it is due to the growth of partnerships in recent years that the agency wanted to gain a more general and overall picture directly from its stakeholders.

The aims of this research were to:

- ensure that Refugee Action was acting as a responsible and reliable partner
- obtain feedback on how stakeholders perceived Refugee Action's services
- provide insight as to how Refugee Action can work to improve its services
- provide information to assist with the development of new services to better meet client needs.

The key findings are summarised below, together with an outline of the methodology and a brief section on recommendations and conclusions. Findings from the survey will be used by Refugee Action to develop its forward strategy to take the service to 2010 and beyond.

### 1.3 METHODOLOGY

The methodology adopted for this piece of research was a mix of telephone, face-to-face interviews or self-completion of a structured questionnaire. The interviewers used the same questionnaire as for the self-completed forms. (see appendix 1 for sample questionnaire) It was decided to use this mix as it was felt that a higher number of responses were likely to be achieved via interviews than the self-completed questionnaire, and this was borne out. The questionnaire consisted of both open and closed questions: this was to enable the collection of both quantitative and qualitative data.

To obtain the data, each Refugee Action regional team or department appointed a 'champion' as lead person for their area. Guidance was issued as well as telephone conference briefings and consultation on the process and the questionnaire. Michael Bell Associates finalised the questionnaires to ensure they could be analysed.

Letters about the consultation were sent to the widest possible range of stakeholders across England. The stakeholders contacted were, amongst others: Citizens' Advice Bureaux, Local Authorities, Primary Care Trusts, private accommodation providers, libraries, museums, Racial Equality Councils, police, media contacts, trust funders, refugee sector partner agencies, the Home Office (national and regional offices) and regional strategic co-ordination groups (for a full list of respondents see Section 8).

Letters were followed up with requests for an appointment for an interview, or with the questionnaire for a self-completed response.

The stakeholders were selected by the regional 'champion' in consultation with their managers and other Refugee Action staff that engage with partner agencies. Each 'champion' was asked to provide a list of between 10 and 20 suggested stakeholders (depending on the size of the region or department), and including those with whom Refugee Action worked closely and less closely. The lists were checked nationally to ensure there was no overlap and to ensure that there was a good range of stakeholders.

The different types of stakeholders consulted were described as follows:

**Regional stakeholders** - agencies that Refugee Action staff work with via their regional teams, and include local authorities, health, education, regional strategic co-ordination groups, police, Citizens Advice Bureaux, accommodation providers, Jobcentre Plus and NASS regional teams. Some regional stakeholders are also funders of regional projects or services.

**National stakeholders** - national agencies that Refugee Action works with at a national level.

**Trust funders** - (a variation on the questionnaire was used for the trust funders.)

**The Home Office** - Refugee Action's key national statutory funder

**Media and communication stakeholders** - a mix of national and regional media contacts. (a variation on the questionnaire was used for the media and communications stakeholders)

The survey achieved a total of 154 responses and the data was analysed using "SNAP" and Excel software by Michael Bell Associates. The full list of respondents is shown at Appendix 2. The final results and summary were compiled by Michael Bell Associates and Refugee Action.

Refugee Action intends to repeat this exercise every two years but will want to make some refinements to the methodology. In particular, it was clear that some stakeholders were more likely to have a view on future priorities for the agency than others. The majority of media and trusts funds consulted did not feel they were in a position to comment on this part of the questionnaire. In addition there will need to be some adjustments to the questionnaires themselves to make them more relevant to different stakeholder types. Finally, a longer lead-in team would be preferable to allow contacting and arranging appointments with stakeholders as this was more time consuming than originally envisaged. However, on the whole the method - and in particular the regional/departmental 'champion' role - was very successful.

Emerging findings were presented by Michael Bell Associates to a meeting of Refugee Action's Senior Management Team where key issues were discussed and further analysis identified.

#### **1.4 CONCLUSION & RECOMMENDATIONS**

The feedback received was generally extremely positive and it was clear that Refugee Action is regarded highly as both a partner and service provider by its stakeholders. The results achieved via the quantitative data do not indicate any specific recommendations, except that Refugee Action should continue with its partnership approach and strive for continuous improvement of its services. From the qualitative data the main theme was that stakeholders wanted more of the same and the expansion of services to additional locations. In particular, Derby stakeholders were strongly requesting more input from Refugee Action. Refugee Action is already consulting with the Home Office to provide more services in Derby, is seeking alternative sources of funding to provide more in Derby, and has sought to provide as much as possible from its Nottingham office. It is also clear that training and information resources are in high demand and Refugee Action may want to consider expanding this work.

## 2 SUMMARY OF FINDINGS

### 2.1 RESPONSES

The total number of responses to the survey was 154. The survey achieved six responses from Refugee Action's trust funders, five from respondents who work with Refugee Action's Communications team, two from national Home Office representatives, five from other national agencies, and the remaining 136 were from regional stakeholders. There was a good spread of respondents from all of Refugee Action's regions.

### 2.2 FINDINGS

#### *Contact with Refugee Action (See section 3.2)*

- 37% were in weekly contact and 10% were in daily contact with Refugee Action. 18% of respondents made contact a few times a year. Funders were the least likely to be in regular contact.
- The vast majority of respondents (90%) reported ease of contact with Refugee Action: 32% 'very easy', 37% 'easy' and 21% 'quite easy'. Only 10% reported difficulties: 5% 'very difficult', 5% 'quite difficult'.
- The majority of stakeholders (54%) would prefer telephone contact with Refugee Action. 36% said they would prefer email communication and 9% would prefer face-to-face contact.

#### *Awareness of Refugee Action's work and services (See section 4.1)*

- 91% of regional stakeholders were either 'very' or 'quite aware' of Refugee Action's work. Only one organisation reported that they were 'not at all aware' of Refugee Action's work.

#### *Partnerships (See section 4.2)*

- 90% of stakeholders said that they had worked in partnership with Refugee Action.
- Of those who had worked in partnership, 97% stated that they felt that Refugee Action's approach to partnership work was good (81%) or excellent (16%).

#### *Views on Refugee Action services (See section 5.1)*

- Overall across all the services mentioned, stakeholders generally found the service to be either 'good' (63%) or 'excellent' (30%). 7% rated services as 'quite good'. There were no negative ratings.
- The majority of respondents felt that Refugee Action should continue to provide existing services.
- The services which were perceived to be excellent were:

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- an outreach advice service - (this is a direct advice service provided on an outreach basis in partner agencies' premises)
- training - (this is provided to a range of agencies to enable them to improve their service provision and access to services)
- the press office.
- The services which were perceived to be good were:
  - Refugee Action conferences
  - facilitation of forum/network/meetings
  - advice on how to advise clients
  - participation in forums, meetings, networks.

#### *Use of resources (See section 5.2)*

- 61% of stakeholders rated Refugee Action's resources as 'good', 26% rated them 'excellent', 12% 'quite good'. Again, only one respondent identified them 'fairly poor'.
- The resources which were rated excellent were:
  - website
  - research
  - one-to-one meetings.

#### *Future priorities (See section 5.3)*

- Across all the priorities listed, 40% were felt to be of high priority, 48% medium priority and 12% were felt to be of low priority.
- The highest priorities were:
  - increase press, campaigns and policy work
  - work with other organisations to improve access for refugees and asylum seekers
  - direct advice to refugees and asylum seekers.
- The medium priorities were:
  - legal advice to asylum seekers on their initial applications for asylum
  - information and training programmes aimed at raising awareness of refugees and asylum seekers
  - information and training programmes aimed at raising awareness of refugees and asylum seekers
  - specialist services/projects, for example with more vulnerable refugees and asylum seekers.
- The lower priorities were:
  - research
  - work with refugee community organisations to assist with their development
  - work with children and young people
  - continue to assist with settlement and integration.

#### *Funders (see sections 5 and 6)*

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- The main reasons why trust funders chose to fund specific Refugee Action projects were that the aims of the project/s fitted well with what the funders wanted and that refugees and asylum seekers were a client group that many funders usually overlook.
- All funders were confident that the project/s would achieve the specified aims, objectives and outcomes, with 24% 'very confident' and 76% 'confident'.
- All the funders would to some extent consider funding Refugee Action again. 33% stated that they would 'definitely', 40% 'probably' and 27% 'maybe' fund Refugee Action again.
- Funders were asked whether Refugee Action had provided them with timely and accurate reports: 29% stated that they received these 'always', 50% stated that they received these 'most of the time' and 21% 'sometimes'.

#### *Home Office respondents (See section 6.3)*

- Home Office respondents (2) rated all services as either excellent or good
- Research, policy and practice documents and press releases were mentioned as being used and these were rated as good.
- Refugee Action's approach as a partnership organisation was rated 'quite good' or 'excellent' and both were confident that the work they funded would achieve the aims and objectives.
- Both also agreed that Refugee Action provides value for money.

#### *Communications and Media respondents (See section 7)*

- Communications and media sector respondents reported that they were in contact with Refugee Action on a monthly basis or a few times per year and none reported any difficulties in making contact with Refugee Action.
- All respondents were 'quite aware' of the range of services provided by Refugee Action and rated services used as 'good' or 'excellent' except for the website where two respondents felt that it was good, two 'quite good' and one - an Apple MAC user - rated it as 'poor'.
- Communications and media stakeholders placed greater emphasis than other respondents on Refugee Action developing more services and research on vulnerable refugees and asylum seekers as a future priority.

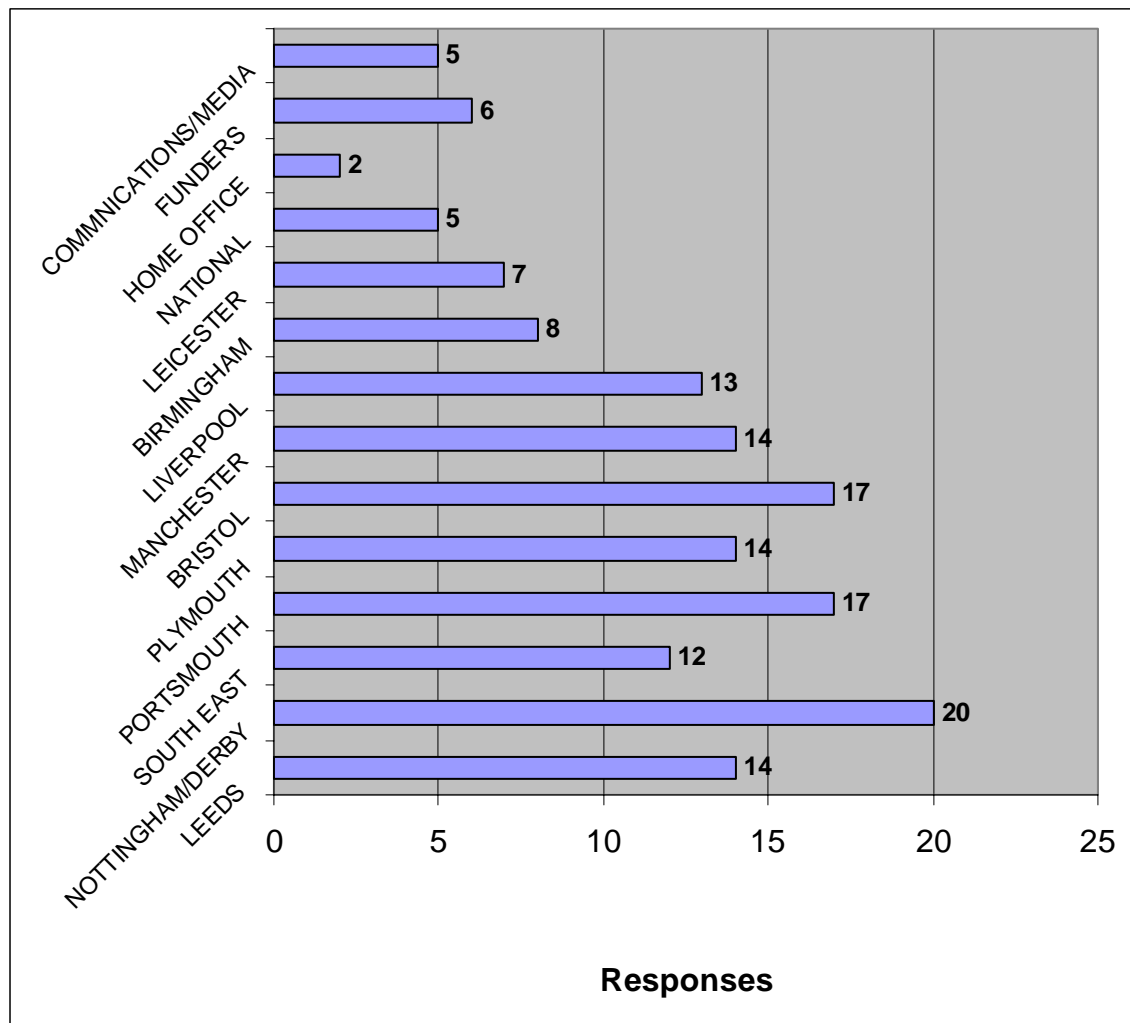
### 3 SURVEY RESPONDENTS & CONTACT WITH REFUGEE ACTION

#### 3.1 RESPONSES

The total number of responses to the survey was 154. The responses by region and type of respondents are shown in fig 1 below. The survey achieved 6 responses from Trust funders to Refugee Action, 5 from communications respondents, 2 from Home Office representatives and 5 from national partnership agencies; the remaining 136 were from regional stakeholders, 9 of whom also provide Refugee Action with funding.

The average number of responses by office was 13 though there was regional variation in terms of responses by office and the most were achieved by the Nottingham/Derby office, 20.

Fig 1: Responses by Region or Type of Respondent



### 3.2 FREQUENCY OF CONTACT

Respondents were asked to provide details regarding the frequency of contact they enjoyed with Refugee Action. The majority of respondents were in regular contact: 37% were in weekly contact and 10% were in daily contact with Refugee Action. 18% made contact a few times a year. There was no significant regional variation.

Fig 2: Frequency of Contact by All Respondents

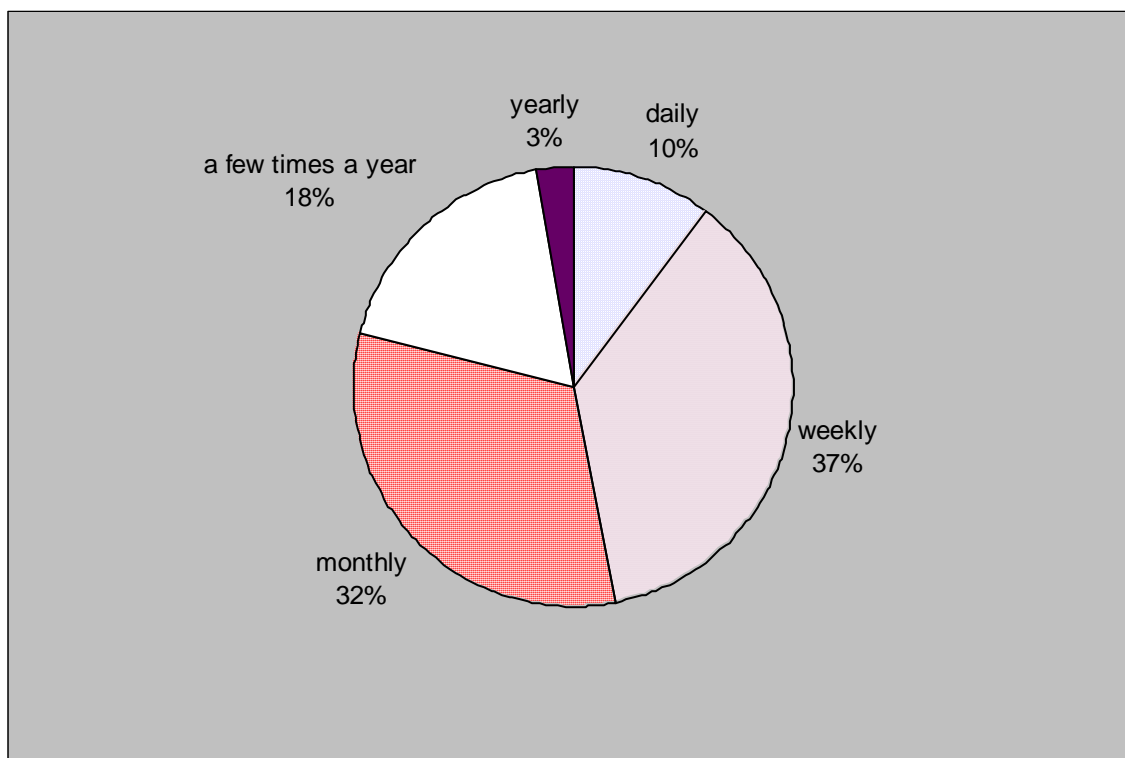


Table 1 shows that the three trust funders were the least likely to be in regular contact with Refugee Action, although one funder did report daily contact. One Home Office respondent also had daily contact. Regional stakeholders were mainly in contact with Refugee Action on a weekly (39%) or monthly (33%) basis.

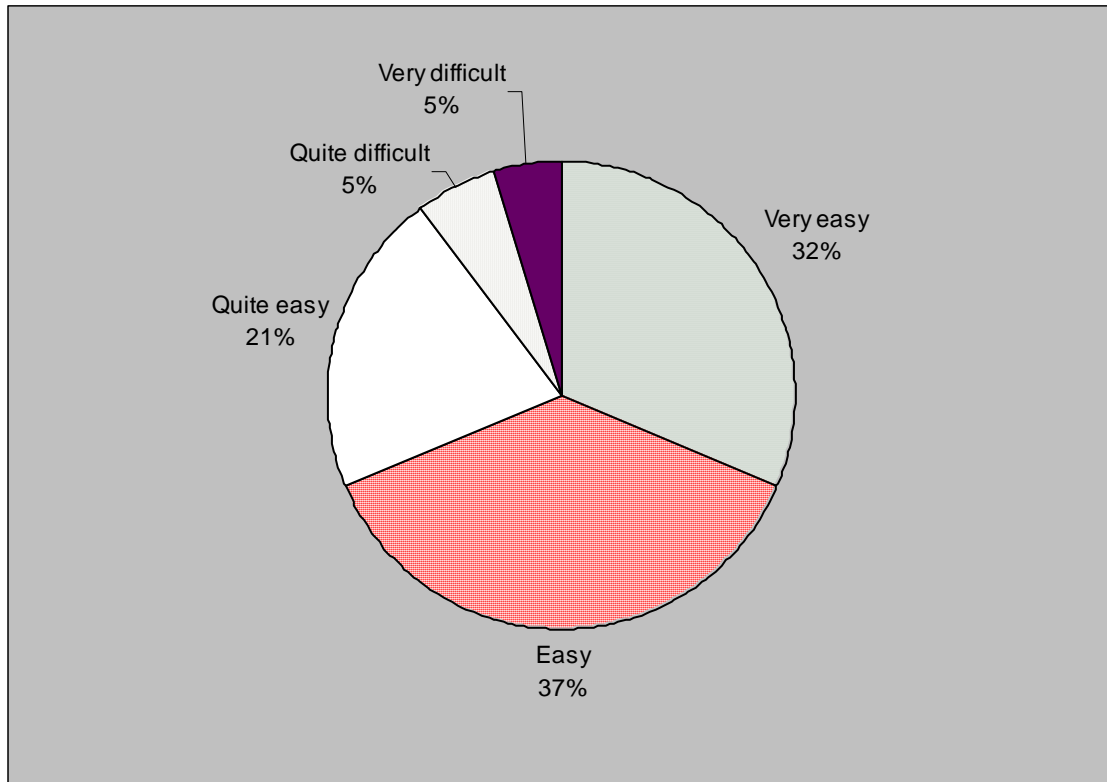
Table 1: Frequency of Contact by Type of Respondent

		Daily	Weekly	Monthly	A few times a year	Yearly
REGIONAL STAKEHOLDERS	135	15	53	44	22	1
		11%	39%	33%	16%	1%
HOME OFFICE	2	1	-	-	1	-
		50%	-	-	50%	-
TRUST FUNDERS	6	1	-	-	2	3
		17%	-	-	33%	50%
COMMUNICATIONS/MEDIA	5	-	-	2	3	-
		-	-	40%	60%	-

### 3.3 EASE OF CONTACT

90% of respondents felt that contacting Refugee Action was either very easy (32%), easy (37%) or quite easy (21%). Only a small proportion noted that it was either quite difficult (5%) or very difficult (5%) to make contact with Refugee Action.

Fig 3: Ease of Contact by All Respondents



In examining ease of contact by type of respondent there were no significant variations. Table 2 examines ease of contact for regional stakeholders by Refugee Action office. Table 3 examines ease of contact for all other types of stakeholders.

There was very little regional variation. The majority (90%) found it very easy, easy or quite easy to make contact, although a small percentage of stakeholders in Nottingham, Derby and Manchester found it quite difficult or very difficult. Refugee Action should assess whether the slight regional variations they reflect one off difficulties or a more generalised need to improve.

Table 2: Ease of Contact by Regional Stakeholders

		Very easy	Easy	Quite easy	Quite difficult	Very difficult
<b>Regional Stakeholder Totals</b>	<b>136</b>	<b>43</b>	<b>50</b>	<b>28</b>	<b>8</b>	<b>7</b>
		<b>32%</b>	<b>37%</b>	<b>21%</b>	<b>5%</b>	<b>5%</b>
<b>LEEDS</b>	<b>13</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>-</b>	<b>-</b>
		<b>54%</b>	<b>31%</b>	<b>15%</b>	<b>-</b>	<b>-</b>
<b>LEICESTER</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>-</b>	<b>-</b>
		<b>14%</b>	<b>43%</b>	<b>43%</b>	<b>-</b>	<b>-</b>
<b>NOTTINGHAM/DERBY</b>	<b>20</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>2</b>
		<b>20%</b>	<b>40%</b>	<b>20%</b>	<b>10%</b>	<b>10%</b>
<b>SOUTH EAST</b>	<b>10</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>-</b>	<b>-</b>
		<b>40%</b>	<b>30%</b>	<b>30%</b>	<b>-</b>	<b>-</b>
<b>PORTSMOUTH</b>	<b>17</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>-</b>
		<b>29%</b>	<b>29%</b>	<b>29%</b>	<b>12%</b>	<b>-</b>
<b>PLYMOUTH</b>	<b>14</b>	<b>1</b>	<b>8</b>	<b>5</b>	<b>-</b>	<b>-</b>
		<b>7%</b>	<b>57%</b>	<b>36%</b>	<b>-</b>	<b>-</b>
<b>BRISTOL</b>	<b>16</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>-</b>	<b>-</b>
		<b>56%</b>	<b>31%</b>	<b>13%</b>	<b>-</b>	<b>-</b>
<b>MANCHESTER</b>	<b>14</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>-</b>	<b>5</b>
		<b>21%</b>	<b>21%</b>	<b>21%</b>	<b>-</b>	<b>36%</b>
<b>LIVERPOOL</b>	<b>13</b>	<b>2</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>-</b>
		<b>15%</b>	<b>46%</b>	<b>8%</b>	<b>31%</b>	<b>-</b>
<b>BIRMINGHAM</b>	<b>7</b>	<b>4</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>-</b>
		<b>57%</b>	<b>43%</b>	<b>-</b>	<b>-</b>	<b>-</b>

Table 3: Ease of Contact by All Other Types of Respondent

	Number of Respondents	Very Easy	Easy	Quite Easy	Quite Difficult	Very Difficult
	<b>17</b>	<b>3</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>0</b>
<b>NATIONAL ORGANISATIONS</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>
		<b>60%</b>	<b>40%</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>HOME OFFICE</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>
		<b>-</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>FUNDERS</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>-</b>	<b>-</b>
		<b>20%</b>	<b>40%</b>	<b>40%</b>	<b>-</b>	<b>-</b>
<b>COMMUNICATIONS /MEDIA</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>-</b>
		<b>40%</b>	<b>40%</b>	<b>20%</b>	<b>-</b>	<b>-</b>

### **3.4 PREFERRED METHOD OF CONTACT**

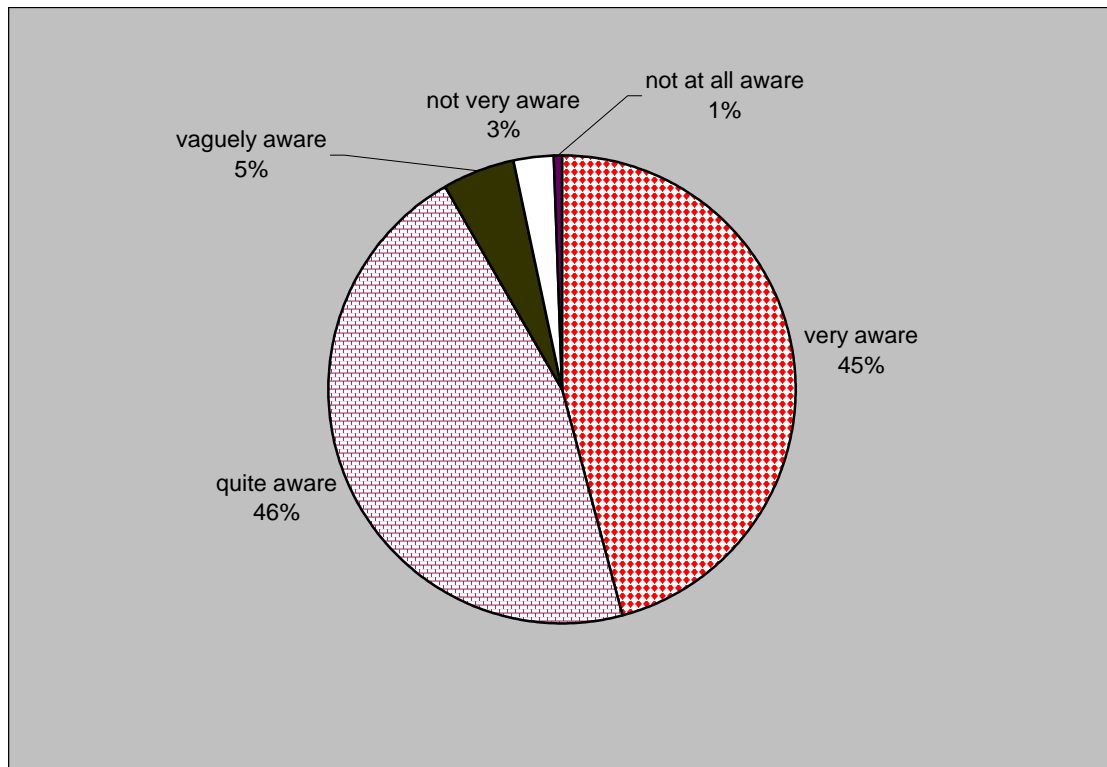
The majority of stakeholders (54%) prefer telephone contact with Refugee Action. Over a third (36%) reported that they prefer email communication and 9% prefer face to face contact. Only 1% preferred postal contact.

## 4 ALL STAKEHOLDERS' VIEWS OF REFUGEE ACTION

### 4.1 AWARENESS OF REFUGEE ACTION'S WORK & SERVICES

91% of stakeholders were either very (45%) or quite aware (46%) of Refugee Action's work. The remaining stakeholders were either vaguely aware (5%) not very aware (3%) and 1% were not at all aware of Refugee Action's work. There was no regional variation of note.

Fig 4: Awareness of Refugee Action's Work



### 4.2 PARTNERSHIPS

The vast majority (90%) of stakeholders said that they had worked in partnership with Refugee Action.

Table 4: Partnerships

Have worked in partnership with Refugee Action	135
	90%
Have not worked in partnership with Refugee Action	15
	10%

Out of the 90% of stakeholders who said that they had worked in partnership with Refugee Action, 16% stated that they felt that Refugee Action's approach to partnership work was excellent. A total of 81% felt that Refugee Action's approach was good and 2% felt it was quite good.

Table 5: Stakeholders Who Have Had Partnerships with Refugee Action and how they Rate Refugee Action's Approach to Partnership Work

Base	134
	100%
Excellent	22
	16%
Good	108
	81%
Quite Good	3
	2%
Quite Poor	1
	1%
Poor	0
	0

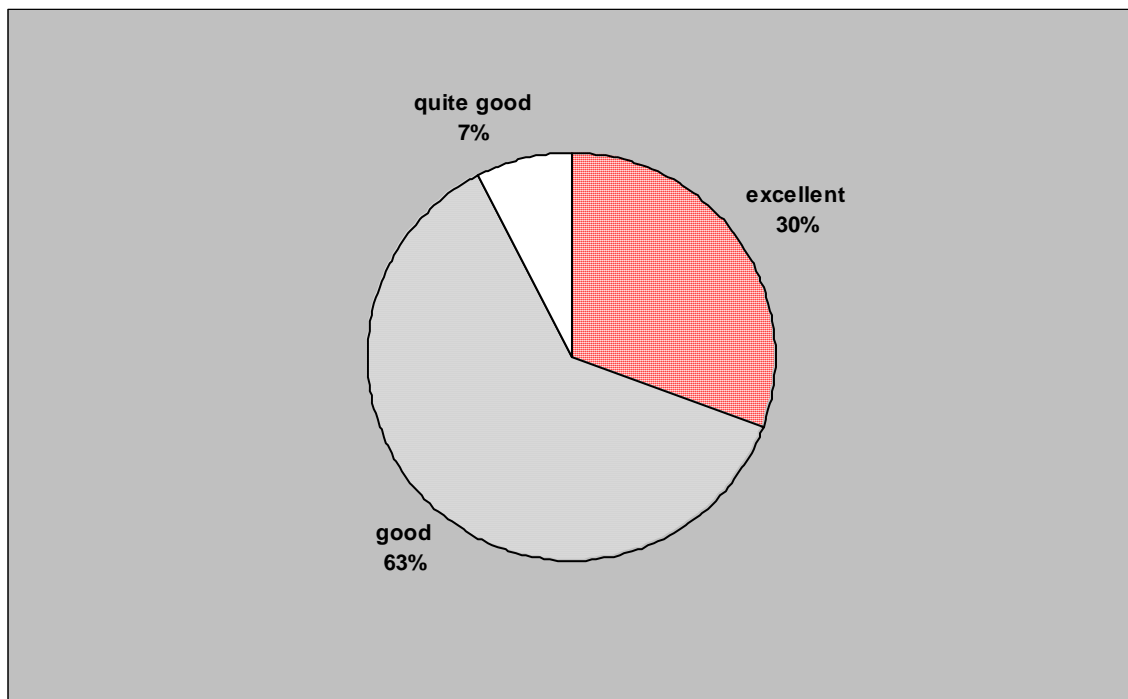
## 5 REGIONAL STAKEHOLDERS' VIEWS ON SERVICES

### 5.1 OVERVIEW

The following section explores the views of regional stakeholders in the main regarding the services and activities which Refugee Action provides or engages in. Where applicable, other stakeholders' views have been included. A number of services were listed and the respondents were asked to state whether they had used any of these services, the extent to which they felt they were either excellent or poor, and finally they were asked whether they would like Refugee Action to engage more in these activities.

Fig 5 shows that overall across all the services mentioned, 93% of stakeholders found them to be either excellent (30%) or good (63%) and the majority of respondents felt that Refugee Action should continue to do more of this. Only one respondent stated that one service was poor.

Fig 5: Refugee Action's Services: Views of all Stakeholders



The services which were perceived to be 'excellent' were:

- an outreach advice service based in premises
- advice/support on developing the service to meet needs of clients
- training
- Press office.

The services which were perceived to be 'good' were:

- Refugee Action conferences
- facilitation of forum/network/meetings
- advice on how to advise clients
- participation in forums, meetings, networks.

Tables 6, 7 and 8 below provide more detail regarding stakeholders' views on Refugee Action's services/activities. Stakeholders were further asked to provide comments on why they rated the service/activity excellent or poor. Below is a list of comments made by stakeholders regarding the services and/or contact they have had from Refugee Action.

**Table 6: Refugee Action's Services: Views of Regional Stakeholders**

	Referral place for clients	Outreach advice service	Advice on how to advise clients	General advice on issues relating to clients
Excellent	19	7	23	34
	23%	39%	29%	33%
Good	54	7	49	65
	66%	39%	63%	63%
Quite Good	9	4	6	5
	11%	22%	0	0
Bases	82	19	79	105
<b>Would you like Refugee Action to do more of this?</b>				
Yes	69	15	55	76
	89%	65%	89%	91%
No	8	8	7	8
	11%	35%	11%	9%
Base	77	23	62	84

**COMMENTS - TABLE 6**

**Referral place for clients**

- We find Refugee Action advice service to be accurate and accessible
- Would like 1:1 casework more for our vulnerable clients.
- We have good relationship with staff
- Always available to assist in problem situation
- Have never received any negative comments about advice given by Refugee Action
- Ready access and good services delivery
- Excellent partnership working
- Customer focus

**Advice on how to advise clients**

- Accurate information
- Good advice but can be difficult to obtain
- Information on phone followed by faxed info
- Information is always clear, correct reliable
- Liaising with staff always provides accurate and up to date info
- We are not qualified and really value the support that Refugee Action provides
- Very much linked to shared approach to secure positive outcomes.
- So far all contact has resulted in a positive outcome

**General advice on issues relating to clients**

- Fast and efficient response
- Continued support as required, expert advice greatly appreciated
- Very reliable advice and information on policy issues to do with asylum seekers and refugees
- Willing to respond quickly to difficult topics offering clear advice to help
- Always provide valuable advice on changes in legislation and how they are or may affect refugees and asylum seekers
- Invaluable. Particularly being able to use it to influence policy and decision makers
- I see Refugee Action as the local experts in this field

**Table 7: Refugee Action's Services: Views of Regional Stakeholders (Cont'd)**

	Advice/ support on developing the service to meet needs of clients	Facilitation of forum/network /meetings	Participation in forums, meetings, networks	Attended Refugee Action conference/s
Excellent	19	12	24	5
	33%	20%	26%	20%
Good	30	44	62	19
	53%	72%	68%	76%
Quite Good	7	5	5	1
	12%	8.00%	6.00%	4.00%
Poor	1		-	
	2%	-	-	
<b>Bases</b>	<b>57</b>	<b>62</b>	<b>92</b>	<b>26</b>
<b>Would you like Refugee Action to do more of this?</b>				
Yes	45	43	55	20
	79%	80%	90%	91%
No	12	11	6	2
	11%	20%	10%	9%
<b>Base</b>	<b>57</b>	<b>54</b>	<b>61</b>	<b>22</b>

**COMMENTS - TABLE 7**

**Advice/support on developing the service to meet needs of clients**

- Refugee Action has been very helpful in supporting our development and our funding application
- Always prepared to be honest about how our services could improve
- Again invaluable... to changing attitudes

**Facilitation of forum/network/meetings**

- Opportunity for agency work and to be able to offer rounded service
- Good and timely minutes, useful documents and information circulation among members.
- Useful contacts
- Interpreter forum kickstarted interpreter and translation services in Plymouth

**Participation in forums, meetings, networks**

- Multi-agency forum regular update of policy and current issues provided
- Refugee Action is always very professional
- Need to continue to do this to keep others up to date

**Table 8: Refugee Action’s Services: Views of Regional Stakeholders (Cont’d)**

	Accounts/finance dept	Press office	Training
<b>Excellent</b>	3	5	32
	33%	36%	51%
<b>Good</b>	6	8	29
	67%	57%	46%
<b>Quite Good</b>		1	2
		7%	3%
<b>Bases</b>	<b>9</b>	<b>14</b>	<b>64</b>
<b>Would you like Refugee Action to do more of this?</b>			
<b>Yes</b>	3	9	55
	33%	69%	93%
<b>No</b>	6	4	4
	67%	31%	7%

**COMMENTS - TABLE 8**

**Press office**

Refugee Action provides a 24-hour national press office service, responding to the media nationally and in the regions. It’s small Communications Team also works pro-actively to promote the work and views of the agency and to better inform public debate on asylum. Each year the Communications Team handles approximately 1,400 media inquiries, issues an average of 30 press releases and statements, and generates more than 300 press articles.

Comments from stakeholders were very positive:

- Very helpful
- Finding good case studies for broadcast reports to tight deadlines

**Training**

Refugee Action trains a wide variety of statutory and voluntary sector agencies, often as part of specific projects or, as in Liverpool as a stand alone project. The training is intended to give other providers the specialist knowledge, confidence or skills needed to make their services accessible and appropriate for refugees. We have provided training for Citizens Advice Bureaux, the police, immigration staff in Liverpool, Jobcentre Plus staff, local authorities, health and education providers.

Comments from stakeholders were very positive:

- Very useful plus good handouts
- Trainer spoke in a very clear straight forward language
- Increased knowledge of legal boundaries
- Refugee Action was very helpful at the beginning but now we do not need the help as much

## Working Together

### Views of Refugee Action Stakeholders

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- Like to have training session every week! Refugee Action does come along to Merseyside Support Network and give info on new pilots/models
- excellent training provided by Refugee Action to our project workers

#### 5.2 USE OF RESOURCES

Stakeholders were asked whether or not they had used any information resources provided by Refugee Action and the extent to which they found the resources excellent or poor. They were also asked whether Refugee Action should do more of this or not.

Fig 6 below reveals that 73% of stakeholders rated Refugee Action's resources as good or fairly good, 26% rated them excellent and 1% fairly poor.

Particular resources which were rated **excellent** were:

- website
- research
- one-to-one meetings.

Particular resources which were rated **good** were:

- publications
- information leaflets
- email updates.

Fig 6: Refugee Action's Resources: how these are rated by Regional Stakeholders

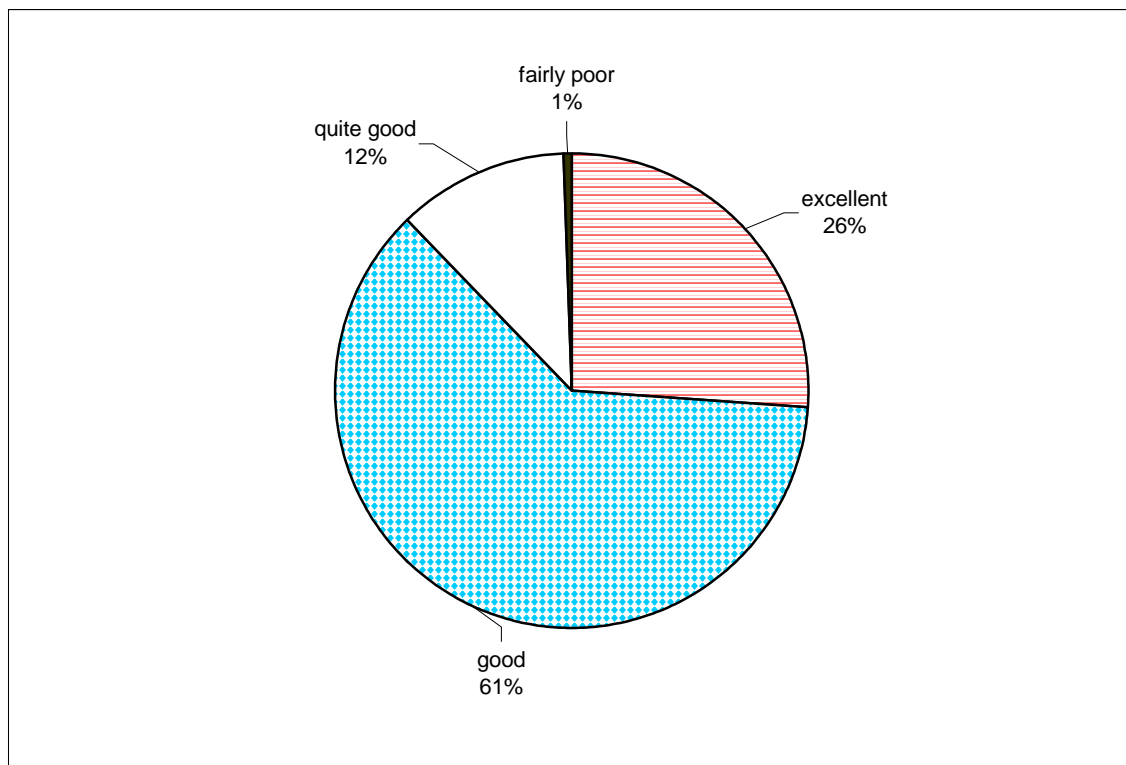


Table 9 below provides more detail regarding stakeholders' views on Refugee Action resources. Stakeholders were also asked to provide comments on why they rated the resource excellent or poor. A list of indicative comments follows:

**Web**

- Very useful source of general and specific information - we refer people to the site
- Contains good information resources
- Easy to use and very informative

**Research**

- Expertise
- Up to date and relevant
- We used some research [in Liverpool], a report by Julie Kashirahamwe that was done in relation to young people which was very good
- Refugee Action research is clear, accessible and to the point

**Publications**

- Very clear and informative
- Reliable and well researched
- Very professionally presented
- Authoritative

**Information leaflets**

- These are very helpful for clients and useful for us
- Accessible at all levels

**Policy documents**

- Very clear and comprehensive policy
- Very helpful
- Strong legal support
- Covers what we do not have time to find out

**Email updates**

- Invaluable: want more
- Brilliant, helps keep me up to date with what's happening
- We have couple of email newsgroups which Refugee Action feeds into - so get regular stuff, even down to when Refugee Action office shut
- Good and clear

**Face-to-face meetings**

- Committed, supportive and willing to go that extra mile
- Informed and engaging
- Well grounded and able staff
- Friendly good environment and giving sound advice
- Refugee Action staff very encouraging

Table 9: Refugee Action Resources: Extent of Use by All Stakeholders

	Website	Research	Publications	Info leaflets	Policy documents	Email updates	Press releases	Face to face meetings
<b>Excellent</b>	10	13	14	21	11	16	8	38
	14%	33%	19%	23%	26%	29%	22%	43%
<b>Good</b>	43	23	55	63	25	34	23	44
	59%	58%	74%	68%	58%	62%	62%	50%
<b>Quite Good</b>	18	4	5	9	7	4	6	6
	25%	10%	7%	10%	16%	7%	16%	7%
<b>Fairly Good</b>	2					1		
	3%					2%		
<b>Bases</b>	74	41	75	94	44	56	38	89
<b>Would you like Refugee Action to do more of this?</b>								
<b>Yes</b>	45	28	46	58	36	40	23	56
	87%	84%	85%	89%	86%	89%	79%	86%
<b>No</b>	7	5	8	7	6	5	6	9
	13%	15%	15%	11%	14%	11%	21%	14%
<b>Base</b>	52	33	54	65	42	45	29	65

### 5.3 FUTURE PRIORITIES

The questionnaire asked respondents to rate Refugee Action's list of suggested priorities as high, medium or low. Of these, 40% were felt to be of high priority, 48% medium priority and 12% were felt to be of low priority.

Table 10 below provides the details regarding stakeholders' views on what level of priority specific Refugee Action activities should be. The following is a list of the priorities in descending order.

**High priority** in descending order:

- Increase press, campaigns and policy work
- Work with other organisations to improve access for refugees and asylum seekers
- Direct advice to refugees and asylum seekers

**Medium priority** in descending order:

- Legal advice to asylum seekers on their initial applications for asylum
- Information and training programmes aimed at raising awareness of refugees and asylum seekers
- Information and training programmes aimed at raising awareness of refugees and asylum seekers
- Specialist services/projects, for example with more vulnerable refugees and asylum seekers

**Low priority** in descending order:

- Research
- Work with Refugee Community Organisations to assist with their development
- Work with children and young people
- Continue to assist with settlement and integration

Table 10: Refugee Action's Future Priorities: How these are Ranked by All Stakeholders

	HIGH	MEDIUM	LOW
Direct advice to refugees and asylum seekers	75	54	6
	56%	40%	4%
Work with other organisations to improve access for refugees and asylum seekers	74	50	10
	55%	37%	8%
Increase press, campaigns and policy work	73	50	16
	53%	36%	12%
Work with Refugee Community Organisations to assist with their development	53	60	21
	40%	45%	16%
Information and training programmes aimed at raising awareness of refugees and asylum seekers	51	54	3
	47%	50%	3%
Increase the amount and type of training we can offer	48	52	14
	42%	46%	12%
Do more work with communities where asylum seekers and refugees live, to facilitate social inclusion	44	57	12
	39%	50%	11%
Specialist services/projects for example with more vulnerable refugees and asylum seekers	43	59	14
	37%	51%	12%
Continue to assist with settlement and integration	36	63	18
	31%	54%	16%
Legal advice to asylum seekers on their initial applications for asylum	31	66	16
	27%	58%	14%
Work with children and young people	29	67	18
	26%	59%	16%
Research	24	50	31
	23%	48%	30%

#### 5.4 OTHER COMMENTS BY STAKEHOLDERS

The final part of the questionnaire asked respondents whether they would like to make any further comments. Below is a selection of comments which seeks to reflect the overall set of comments made:

- Have never received any negative comments about advice given by Refugee Action.
- It's essential to have an outreach service. We don't have access to the community. I know the level of racial harassment of refugees and asylum seekers is much higher than is reported. The obstacles can only be overcome by getting into the community and getting that trust. Refugee Action can help us with that.
- It's extremely important - not only for refugee communities - to go into other communities, schools and organisations which work with young people - this ties in with our priorities too. A lot of racial harassment is perpetrated by young people. We know they get their information from somewhere. So press work and training in schools and communities is important to combat the myths.
- There is a need for more training on legislation - we can't keep track of it. When I have a training session from Refugee Action it saves me trawling through hundreds of pages of legislation. So I can then look at specific areas and reproduce it in my training. A lot of my training is about combating myths and overcoming racial attitudes. When we had a session on NAM [the National Asylum Model] from Refugee Action we didn't know that the voucher system had been re-introduced under section 4. There are areas where there is a need for high level of research.
- We'd like to have a training session every week! Refugee Action comes along to our Support Network and gives information on new pilots/models - i.e. NAM. They gave a presentation which was very useful. It's difficult to keep up with changes on immigration.
- We used some Refugee Action research in relation to young people which was very good. Asylum seekers' experiences of racism needs researching - it's grossly under-reported. It comes to my attention when there's been a serious attack - only when it gets to that level. Racism doesn't come from nowhere, it starts from name calling, stone throwing. Then it can end up serious. It's important for us to map where it's taking place so we can direct resources and actions.
- I think we should all be working together, especially when there is policy from government that we are unhappy with. As a small organisation it is not always easy to take a lead on this, but we would always be happy to be kept informed and join any campaign.

## Working Together

### Views of Refugee Action Stakeholders

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- Over the past few years, Refugee Action has taken a more outgoing and interactive approach to developing services for refugees and asylum seekers. This has increased the awareness of the importance of such services amongst other service providers.
- I believe Refugee Action is doing a lot locally with limited resources. I would like to see those resources increased so the work can be further developed.
- Refugee Action has provided a very good service in Plymouth. Caseworkers are well trained and knowledgeable. It would be helpful if they could provide more advice to refugees as well as asylum seekers. Refugee Action provided good support to voluntary and statutory agencies in Plymouth. It is one organisation that I feel confident will always give me reliable, accurate information.
- From our point of view we would like Refugee Action to do more work surrounding refugee, not just at the point of positive decision but for a long time after. In Exeter we get queries from refugees who have been here a long time and are settled in the community but still need assistance.
- Partnership work is important: ongoing initiatives, events/exhibitions engender a positive image.
- Given Refugee Action's remit/staffing changes, contact/support has not always been as frequent as we would have liked. Refugee Action's priorities obviously differ to that of libraries. Libraries do have to monitor/evaluate partnership work and documents contact.
- Historically, as accommodation providers, we have had, in my view, a very good relationship, whereby we have assisted each other's organisations where possible, for the benefit of both sets of clients. We have openly shared information in a number of ways to get results and find solutions to problems. I feel that our relationship is built on trust and openness, including liaison between management and caseworkers.
- Priorities may need to vary depending on the local situation. In our area the Nottingham Refugee Forum provides many advice and support services to individuals and RCOs so Refugee Action would not need to be as active in these areas, but where there are not local voluntary organisations able to take on gaps, Refugee Action could perhaps be more involved.
- There is a major gap in information about other people from overseas who are not refugees. Which organisation would be responsible for supporting them?
- Post-negative asylum decision advice and support is an area Refugee Action must continue to develop.
- There is a definite need for a fully staffed base in Derby. Facilitating social cohesion in terms of both asylum seekers/refugee need and host community need is a key priority.

- The One Stop Shop is an absolute must. Support for the voluntary sector and a desperate need for assistance in Derby.
- Where we have solicited [help from] Refugee Action it has been brilliant, however this help is not given unless asked for. This help needs to be ongoing and more accessible in Derby. The service which Refugee Action can provide would help alleviate work load at Derby.
- Long term support for refugees is needed as well as an outreach service to refugees so that they understand what to do with paperwork, bills etc. Refugee Action could raise awareness of organisation like NCC - housing dept, Family First, Metropolitan House, housing associations, etc.
- Further awaydays/meetings would be very helpful. On Refugee Action leaflets could we refer to voluntary centre in Derby for clients who live there? Derby's support network is very different to Nottingham's, expertise required to support integration work. One day a week OSS service in Derby, please. More joint work between Derby RAC and Nottingham Refugee Action. More lobbying work, eg, denial of right to work for DS people.
- We would want to work with Refugee Action in the provision of legal representation for its clients if we became operational in an area where Refugee Action provides services. Would like to talk about this in the New Year.
- Refugee Action is an excellent refugee organisation. It provides first class front line services to refugees. It also contributes enormously to the development of good policy and practice.
- Refugee Action does some excellent work and has particular strengths in the approach to its client group. We would urge the co-operation and close working with [other national refugee organisation] to continue, to ensure resources are maximised and duplication avoided for maximum impact for benefit of mutual client group.
- I feel Refugee Action should work very hard to integrate refugees and the local communities, if possible have forums where locals and refugees come together to discuss about issues in their localities. Refugee Action, with the help of other organisations like Save the Children, help in the integration of refugee children who are losing their norms and getting involved in anti-social behaviour. It can also help in the awareness of the disadvantages of getting involved in criminal activities by refugees and asylum seekers.
- Sometimes we are not aware of everything that's going on; information is not always shared in a co-ordinated way.
- Museums can use Refugee Action for information, contact or staff training... Refugee Action needs to drive matters forward.

- Is there an infrastructure gap within the organisation? Is Refugee Action competing with RCOs? Work with refugees should be led by the mainstream, or Refugee Action is spread too thinly. Who is best placed to do this? Refugee Action should work with asylum seekers rather than refugees. There is a huge gap in access to services; our asylum advice is not duplicated elsewhere in terms of obligation and responsibility. When does someone stop being a refugee? Creating a structure around refugees keeps them separate. How to enable a community to have a voice without being outsiders.
- Referrals sometimes go round in circles with communication difficulties about what Refugee Action can/can't do. Work with indigenous communities may be best done by a local organisation with support from Refugee Action.
- Clients report positively about Refugee Action but are often confused about its role and find the system of accessing advice difficult - especially when vulnerable. Very positive feedback from clients regarding staff attitudes and knowledge and their experience has been of a very committed team with tremendous commitment to the work.
- Refugee Action is quite timid about getting involved, and they should highlight more the circumstances in which refugees/asylum seekers are living. Refugee Action should be more willing also to comment on wider policies.
- We have confidence in Refugee Action as a charity, Refugee Action has a very client-centred approach. Refugees and asylum seekers are a client group that many funders overlook so it can be hard for refugee charities to get funding. We like to fund 'unpopular causes'. We are keen to fund research into destitution and decision-making and Refugee Action is the most appropriate organisation to do the work.

## 6 VIEWS OF ORGANISATIONS THAT FUND REFUGEE ACTION

### 6.1 OVERVIEW

The following section provides an analysis of the 17 questionnaires supplied by funding organisations. They include:

- Funders (6) (mainly Trusts)
- Regional stakeholders who fund/have funded projects, i.e. organisations that work in partnership with Refugee Action in the regional offices. (9)
- Home Office (2) (Refugee Action's main national statutory funder)

Trust funders and the Home office respondents had their own specific questionnaires with additional questions to the regional stakeholder questionnaire.

### 6.2 THE VIEWS OF FUNDERS

Table 11 below shows that the main reasons why funders chose to fund specific Refugee Action projects were that the aims of the project(s) fitted well with what the funders wanted, and that refugees and asylum seekers were a client group that many funders usually overlook. Around two thirds of the funders expressed this view. A third of them chose to fund specific projects because they had confidence in Refugee Action as a charity, the project(s) seemed very well planned and the project(s) were innovative. No one chose to fund because the project(s) had good partnerships in place.

Table 11: Funding Refugee Action Projects: Why Funders choose to do this

	Base	6
		100%
<b>Why did you choose to fund the projects?</b>		<b>6</b>
The aims of the project/s fitted well with what we wanted		4
		66%
the project/s seems very well planned		2
		33%
we have confidence in Refugee Action as a charity		2
		33%
we know Refugee Action's work		1
		16%
the project/s have good partnerships in place		-
		-
the project/s are innovative		2
		33%
Refugee Action has a very client centered approach		1
		16%
refugees and asylum seekers are a client group that many funders overlook		4
		66%

75% of respondents felt that the projects they funded were helpful or quite helpful in enabling them to meet their own objectives.

Trust funders were asked whether they have had any contact with Refugee Action regarding policy changes and developments in the refugee sector. Four of them said that they had not, only one said that they had (and one did not reply). The sole respondent who had this contact felt that it was very helpful.

### 6.2.1 Funders' Confidence in Refugee Action

All 17 funders were asked how confident or not they were that the funded projects would achieve the specified aims, objectives and outcomes. Table 12 below shows that overall four funders were 'very confident' and three quarters were 'confident'.

**Table 12: Funding Refugee Action: Funders' Confidence in Projects Achieving their Aims And Objectives**

		Very confident	Confident
Base	17	4	13
	100%	24.00%	76.00%
<b>How confident do you feel that the project that you have funded has been in enabling you to meet your wider objectives as a funder?</b>			
General stakeholder	9	3	6
	53%	33.00%	66.00%
Home Office	2	1	1
	12.00%	50%	50%
Funders	6		6
	35.00%		100.00%

Table 13 shows that all the funders would, to some extent, consider funding Refugee Action again. 33% stated that they would 'definitely', 40% 'probably', and 27% maybe fund Refugee Action again.

**Table 13: Funding Refugee Action: Views of Funders (Excluding Home Office)**

	Base		
	15		
	100%		
Would you consider funding Refugee Action again?	All	Trust Funders	Stakeholders Who fund
Definitely	5	2	3
	33%	33%	33%
Probably	6	1	5
	40%	17%	55%
Maybe	4	3	1
	27%	50%	11%

### 6.2.2 Keeping Funders Informed About Project Activities

Respondents were asked whether Refugee Action had provided them with timely and accurate reports on the work they funded. 50% of them stated that they received these 'most of the time', 21%, 'sometimes' and 29% always. Table 14 shows the breakdown by type of funder and it shows there is no variation amongst them.

Table 14: Refugee Action's Reporting to Funders

Does Refugee Action provide you with timely and accurate reports back on the work that you fund?				
Base	14			
	100.00%			
	All	Trust Funders	Home Office	Stakeholders Who Fund
Always	4	1	-	3
	29%	25%	-	37.5%
Most of the time	7	2	1	4
	50%	50%	50%	50%
Sometimes	3	1	1	1
	21%	25%	50%	12.5%

The Trust funders were additionally asked whether they found the reports 'interesting'. Of the four who responded, three of them did find them 'interesting and informative' and one found them 'quite interesting and informative'.

### 6.2.3 Future Priorities

Only one funder completed the section on what they felt Refugee Action's future priorities should be. They stated that the highest priorities should be 'direct advice to refugees and asylum seekers' and 'working with Refugee Community Organisations to assist with their development'. The lowest priorities were 'Increasing press, campaigns and policy work' and 'working with children and young people'.

## 6.3 THE HOME OFFICE VIEW

There were two responses to the survey from the national Home Office. Key findings from these responses include:

- Both found contacting Refugee Action easy and one made contact daily and the other a few times a year.
- Awareness of Refugee Action services was quite high across all the services and the respondents largely either rated them 'good' or 'excellent'. More were rated as 'good' than 'excellent'.
- Only research, policy and practice documents and press releases were mentioned as being used and these were rated as good.
- One respondent suggested that they would welcome more opportunities for less formal face to face meetings and discussions along with more emails and updates.
- One respondent felt that Refugee Action's approach as a partnership organisation was quite good and the other felt that it was excellent.

## Working Together

### Views of Refugee Action Stakeholders

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- Both were confident that the work the Home Office funded would achieve the aims and objectives set, one respondent was very confident.
- They both also agreed that Refugee Action provides value for money.
- Both respondents rated all priorities either high or medium except that one respondent stated that legal advice to asylum seekers on their initial applications for asylum as a low priority.

## 7 COMMUNICATIONS AND MEDIA SECTOR VIEWS

A total of five questionnaires were returned by communication/media organisations. Below gives brief details on the responses. The findings mirror the overall findings outlined above.

### 7.1 CONTACT

- All respondents were in contact either a few times a year or monthly.
- None of them experienced any difficulties in making contact with Refugee Action and the preferred method contact was mainly via telephone.

### 7.2 AWARENESS AND USE OF SERVICES

- All the respondents were 'quite aware' of Refugee Action's work.
- None of the respondents had used the training service nor been involved in forums, meetings or networks.
- All bar one had received general advice on issues relating to refugees or asylum seekers and rated this either 'good' (3) or 'excellent' (1).
- All of them had also used the press office service and again, they rated this 'good' (4) or 'excellent' (1). The respondents also suggested that they would like Refugee Action to 'do more of this'.

### 7.3 USE OF RESOURCES

- Three respondents had used the website, two of whom found it 'good' or 'quite good'. One respondent found it 'very poor' largely because of incompatibility with their Apple MAC operating system - other stakeholders had identified this as one of the most 'excellent' of resources.
- Two respondents had accessed research, and received press releases, and rated both of these as 'good'.
- Three of the respondents had used the case studies and spokespeople as a resource and rated this as 'excellent' (2) and 'good' (1).

### 7.4 PARTNERSHIP WORKING

- Only one respondent reported that they have worked in partnership with Refugee Action, who rated the approach as 'excellent'.

### 7.5 FUTURE PRIORITIES

Table 15 below shows what the communication and media respondents felt Refugee Action's main priorities should be. Overall there are no significant variations from the findings from the main survey outlined above apart from more emphasis on research and the provision of specialist services/projects, for example working with more vulnerable refugees and asylum seekers.

Table 15: Refugee Action's Future Priorities: Views of Communications/Media Respondents

	Base	Refugee Action priorities			
		No reply	High	Medium	Low
Direct advice to refugees and asylum seekers	5	1	2	2	-
		20%	40%	40%	-
Work with other organisations to improve access for refugees and asylum seekers	5	1	2	2	-
		20%	40%	40%	-
Work with Refugee Community Organisations to assist with their development	5	1	1	2	1
		20%	20%	40%	20%
Increase press, campaigns and policy work	5	1	2	2	-
		20%	40%	40%	-
Information and training programmes aimed at raising awareness of refugees and asylum seekers	5	1	-	4	-
		20%	-	80%	-
Increase the amount and type of training we can offer	5	1	1	3	-
		20%	20%	60%	-
Research	5	2	2	1	-
		40%	40%	20%	-
Specialist services/projects for example with more vulnerable refugees and asylum seekers	5	1	3	1	-
		20%	60%	20%	-
Continue to assist with settlement and integration	5	1	2	2	-
		20%	40%	40%	-
Do more work with communities where asylum seekers and refugees live, to facilitate social inclusion	5	1	1	3	-
		20%	20%	60%	-
Work with children and young people	5	1	2	2	-
		20%	40%	40%	-
Legal advice to asylum seekers on their initial applications for asylum	5	1	3	1	-
		20%	60%	20%	-

## APPENDICES

### Appendix 1: Regional Stakeholder Feedback Questionnaire

Completed questionnaires should be returned in the envelope provided, or e-mailed to:  
(insert regional champion email) by Friday 4 November 05.

Thank you very much for your help.

RDMG region/department : <i>(for Refugee Action internal use only)</i>	
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#### 1. About your organisation/ forum/network

a) Your Name:	
b) Your Job Title:	
c) Name of Organisation:	
d) Your Contact details:	
e) Key aims/purpose of your organisation/ forum/network (very brief):	

#### 2. How frequently does your organisation/forum/network have contact with Refugee Action?

Please circle: (A) Daily (B) Weekly (C) Monthly (D) A few times a year (E) Yearly

Please give any additional comments you may wish to make in the box below (optional):

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3.1 How easy/difficult do you find contacting Refugee Action?

Please circle: (A) Very easy (B) Easy (C) Quite easy (D) Quite Difficult (E) Very Difficult

3.2	What would be your preferred method of contact with Refugee Action?
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4. How aware would you say your organisation/forum/network is of Refugee Action's work?

Please circle:

(A) Very aware (B) Quite aware (C) Vaguely aware (D) Not very aware (E) Not aware at all

Please give any additional comments you may wish to make in the box below (optional):

--

5. Please use the grid below to tell us about any services - or contact - you have had from Refugee Action:				
Description of the service(s) you may have had from Refugee Action, or the contact you may have had with us	Have you received this service, or had this contact?  Please answer "Yes" or "No"	Was this service or contact  1 = Excellent ? 2 = Good ? 3 = Quite good ? 4 = Fairly poor ? 5 = Poor ?	Would you like Refugee Action to do more of this?  Please answer "Yes" or "No"	If you rated the service as <i>excellent</i> or <i>poor</i> , please say why Please also add any other comments you may have.
(a) Referral place for your clients				
(b) An outreach advice service based in your premises				

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(c) Advice on how to advise your clients				
(d) General advice on issues relating to refugees or asylum seekers e.g. policy/practice				
Description of the service(s) you may have had from Refugee Action, or the contact you may have had with us	Have you received this service, or had this contact?  Please answer "Yes" or "No"	Was this service or contact  1 = Excellent? 2 = Good ? 3 = Quite good? 4 = Fairly poor? 5 = Poor?	Would you like Refugee Action to do more of this?  Please answer "Yes" or "No"	If you rated the service as <i>excellent</i> or <i>poor</i> , please say why Please also add any other comments you may have.
(e) Training				
(f) Advice or support on developing your service to meet the needs of refugees/asylum seekers.				
(g) Facilitation of forum/network/meetings.				
(h) Participation in forums, meetings, networks				
(i) Attended refugee action conference/s.				
(j) Press office				
(k) Accounts/finance department				
(l) Other (please specify)				

6. Please complete the grid below to tell us about any information resources you have used

Type of Refugee Action	Have you	Was this	Would you like	If you rated the
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information or resources	used this resource?  Please answer "Yes" or "No"	resource 1 = Excellent ? 2 = Good ? 3 = Quite good ? 4 = Fairly poor ? 5 = Poor ?	Refugee Action to do more of this?  Please answer "Yes" or "No"	service as <i>excellent</i> or <i>poor</i> , please say why Please also add any other comments you may have
(a) Website				
(b) Research				
Type of Refugee Action information or resources	Have you used this resource?  Please answer "Yes" or "No"	Was this resource 1 = Excellent ? 2 = Good ? 3 = Quite good ? 4 = Fairly poor ? 5 = Poor ?	Would you like Refugee Action to do more of this?  Please answer "Yes" or "No"	If you rated the service as <i>excellent</i> or <i>poor</i> , please say why Please also add any other comments you may have
(c) Publications				
(d) Information leaflets				
(e) Policy and/or practice documents				
(f) Email updates and information				
(g) Press releases/articles				
(h) Face to face meetings				
(i) Other (please specify)				

7. *Refugee Action works with a wide range of partner agencies - have you worked in partnership with Refugee Action in any way, e.g. for a one-off project or on an ongoing basis?*

Please Circle: (A) Yes or (B) No

Please give any additional comments you may wish to make in the box below (optional):

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7a If your answer to Question 7 is "yes", could say how you would rate Refugee Action's approach to partnership work?

Please circle: (A) Excellent (B) Good (C) Quite good (D) Quite poor (E) Poor

Please give any additional comments you may wish to make in the box below (optional):

8. Have you provided any funding for Refugee Action?

Please Circle: (A) Yes or (B) No

Please give any additional comments you may wish to make in the box below (optional):

If your answer is "yes" please answer Questions 8a to 8c

If your answer is "no" please go to Question 9

8a. How confident are you that the work that you fund (or funded) achieves (or achieved) the specified aims, objectives and outcomes?

Please Circle: (A) Very confident (B) Confident (C) Quite confident

(D) Not very confident (E) Not at all confident

If your answer to question 8a was either *Very confident*, or *Not at all confident*, please say why in the box below:

8b. Does Refugee Action provide you with timely and accurate reports back on the work that you fund?

Please Circle: (A) Always (B) Most of the time (C) Sometimes (D) Rarely (E) Never

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8c. Would you consider funding Refugee Action again?

Please Circle:                   (A) Definitely (B) Probably (C) Maybe (D) Unlikely (E) No

If your answer to question 8c was either *Always*, or *Never*, please say why in the box below:

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9. Please complete the grid below to help Refugee Action plan its future work priorities.

Future Priorities	What priority should this be? 1 = High 2 = Medium 3 = Low	Please add any comments you may have
(a) Direct advice to refugees and asylum seekers		
(b) Work with other organisations to improve access for refugees and asylum seekers		
(c) Work with Refugee Community Organisations to assist with their development		
(d) Increase press, campaigns and policy work		
(e) Information and training programmes aimed at raising awareness of refugees and asylum seekers		
(f) Increase the amount and type of training we can offer.		
(g) Research		
(h) Specialist services/projects for example with more vulnerable refugees and asylum seekers		
(i) Continue to assist with settlement and integration		
(j) Do more work with communities where asylum seekers and refugees live, to facilitate social inclusion and cohesion		

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(k) Work with children and young people		
(l) Legal advice to asylum seekers on their initial applications for asylum		

Future Priorities	What priority should this be? 1 = High 2 = Medium 3 = Low	Please add any comments you may have
(m) Other? Please specify		

10. Please use the space below if there is anything else you would like to add about Refugee Action - either it's current services, or what it's future priorities could or should be?

Thank you very much

## Appendix 2: List Of Interviewees

- Anstey Hotel
- Arts Council England South East
- ASRA
- ASSET- UK- Equal Programme Refugee Council
- Asylum Aid
- Asylum Link, Merseyside
- Asylum Support Project
- Asylum Support Team
- Avon and Bristol Law Centre
- Bath Centre for Psychotherapy and Counselling
- BBC East Midlands
- BBC News Interactive
- BBC Radio Northampton
- Birmingham Asylum Seekers Health Outreach Team (BASHOT)
- Birmingham City Council
- Birmingham City Council
- Birmingham New Communities Network (BNCN)
- Boar Trust
- Bolton Evening News
- BRASS (Befriending Refugee Asylum Seeker)
- Brighton + Hove City Council
- Bristol City Council (Neighbourhood and Housing Services)
- Bristol Refugee Inter-Agency Forum
- CAB
- Calouste Gulbenkian Foundation (UK)
- Capital Accommodation PLC
- Central Liverpool Primary Care Trust
- City Centre Project
- City Council
- City Council (Neighbourhood Advice Centre)
- CLEAR (City Life Education Action for Refugees)
- Clearsprings
- Clearsprings (Management) Ltd
- Community at Heart
- Connexions
- County Asylum Seekers and Refugee Service Unit
- Department of Neighbourhood and Housing Services , Bristol City Council
- Derby CAB
- Derby City Council - Housing Department
- Derby Constabulary
- Derby Law Centre
- Derby Refugee Advice Centre
- Derwent First Steps (CUS)
- Devon and Cornwall Refugee Support Council
- Douglas and Partners
- Dover District Council
- East Midlands Consortium for Asylum and Refugee Support (EMCARS)
- EMAS
- Esmee Fairbrain Foundation
- Ethnic Minority Achievement Service (Plymouth City Council)
- Ethnic Minority and Traveller Achievement Service
- Exodus I CAN
- French + Company Solicitors
- Friendly Faces
- FSU- Horn of Africa Project (East Birmingham)
- GARAS (Gloucestershire Action for Refugees and Asylum Seekers)
- Gloucester Law Centre
- Gloucestershire Social Services
- Haslar Visitors Group
- Hastings Borough Council
- Hastings Voluntary Action
- Home Office
- Housing Department, Nott City Council
- Immigration Advisory Service
- Imperial War Museum North
- IOM
- Jill Franklin Trust
- Jobcentre Plus
- Kent Police
- Kent Refugee Action Network
- Kirklees Asylum Support Services
- LASSN
- Leeds Refugee and Asylum Service
- Leicester Adult Education College
- Leicester Quarters
- Leicester Social Care and Health - Persons From Abroad Team
- Leicester Welcome Programme
- Lewes Group in Support of refugees and Asylum Seekers

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- Liverpool Charity and Voluntary Service
- Liverpool City CAB
- Liverpool Network for Change and Merseyside Refugee Support Network
- Lloyds TSB (East Midlands) Foundation
- Manchester City Council
- Manchester Refugee Support Network
- MARIM
- Medical Foundation for the Care of Victims of Torture
- Medway Council
- Medway Racial Equality Council
- Merseyside Police
- Merseyside Probation Area
- Merseyside Racial Harassment prevention Unit
- MPs Office
- Mr. Q
- NASS
- NASS Regional Office
- NASS SW
- NCC, Social Services Asylum Team
- NIACE
- Nottingham + Notts Refugee Forum
- Nottingham LEA Asylum Seeker Support
- Nottingham Positive Care Team
- Notts Libraries
- One North West
- Partnership Community Safety Team, Brighton and Hove City Council
- Pilkington Charity
- Plymouth City Council
- Plymouth Hospitals NHS Trust
- Plymouth Primary Care Trust
- Plymouth Social Services, Children's Services, Advice and Assessment Service
- Portsmouth Area Refugee Support (PARS)
- Portsmouth Friendship Centre
- PRENO (Portsmouth Race Equality Network Organization)
- Progress GB part of Plymouth, Mind + Start
- Raleigh House Refugee Housing
- Refugee Access Project
- Refugee Clinic Programme
- Refugee Council
- Refugee Council
- Refugee Employment and Training Advocacy Forum (RETAF)
- Refugee First
- Refugee Housing Navigation
- Refugee Legal Centre
- Refugee Support Group, Devon
- Refugees Arrivals Project
- Ribbons Centre
- Routeways
- SCRATCH (Southampton City and Region Action to Combat Hardship)
- SERASC (Regional Consortia)
- South West Assembly (Regional Consortia)
- South West Law
- Southampton City Council
- Southampton City, PCT
- St. Vincent Support Centre
- Terrence Higgins Trust
- The Guardian
- The Harbour Project For Swindon Refugees and Asylum Seekers
- The Haven - Bristol North PCT
- Tudor Trust
- Voluntary Action Calderdale
- Voluntary Action, Leeds
- Watercourt Jobcentre Plus, Refugee Centre
- Welsh Refugee Council
- Wiltshire Constabulary
- WomenSpace
- Yorkshire, Humberside Consortium for Asylum Seekers and Refugees
- Youth Enquiry Service

## Our vision

We want a society in which refugees are welcome, respected and safe, and in which they can achieve their full potential. We work towards the sustainable integration of refugee communities and individuals. We focus on giving voice to refugees in their communities and on local and regional issues that affect them. It is important to us not only what we do but also how we do it. We believe that refugees should be empowered to do things for themselves, and that every individual, regardless of their background or status, should have an equal role and opportunity in society.

## Our values

- All our work must be guided by the aspirations and needs of refugees, and their empowerment.
- We believe that successful settlement is best achieved via organised refugee communities in creative partnerships with the wider society.
- We must facilitate partnerships with refugee and with wider groups in carrying out our work, and we will do this in a creative and non-competitive way.
- We must seek to advance refugee rights through innovation and leadership, and through delivering high quality service and evaluation.
- Our role must be to provide additional services which refugee communities or other voluntary or statutory services cannot provide as well as, or better than, ourselves.
- We must enjoy the diversity of our staff and stakeholders, and promote a culture in which everyone can express their potential.

## Refugee Action

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