



# IMPACT REPORT FOR 2023



# Introduction

In 2023 it became clear that our work has never been more needed. The continuation of the war in Ukraine, and the UK government's sweeping changes to the asylum system, meant we faced challenges we had never seen before, especially as homelessness amongst newly-recognised refugees grew significantly.

Thanks to the incredible generosity of our hosts we created 972 placements for 1,173 guests across the UK – an increase of nearly 10% over the previous calendar year.

Our organisation has had to change and adapt to external factors, but our mission to provide temporary hosting opportunities across the UK has remained at the core of everything we do. This simple mission permeates the work we have done to create our ambitious new three-year strategy.

This last year our voice and impact have strengthened within the sector and beyond. In August, when the government dramatically reduced the notice period that people with successful asylum claims were given to leave their accommodation, we worked with others in the sector, with many of our guests and hosts speaking to national media, and the policy was eventually overturned.

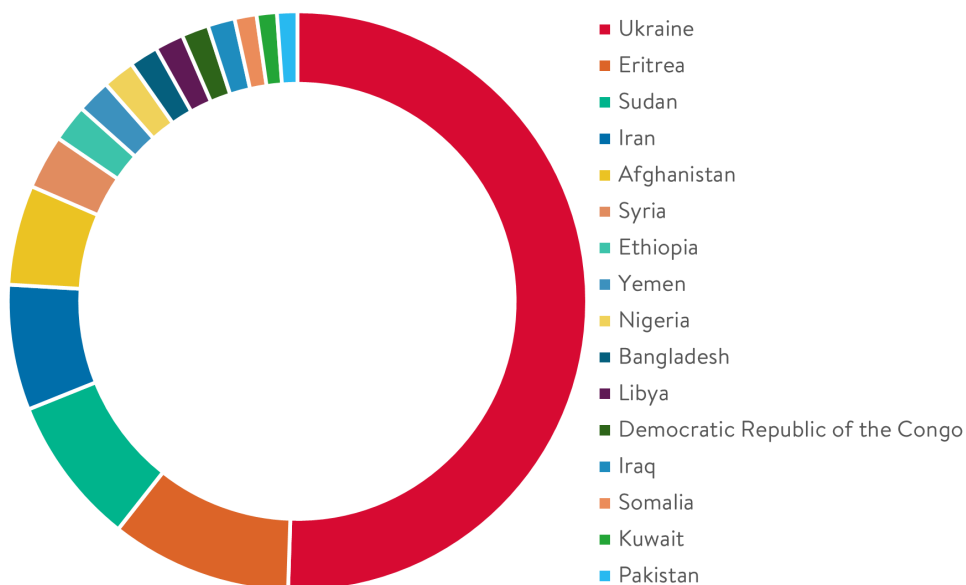
We were delighted when the Guardian and Observer Christmas charity appeal 2023 included us as one of their featured charities. Support from this appeal and from many other generous donors, including individuals who are members of our Founders Circle and a number of different trusts and foundations, has allowed us to strengthen our financial position. This, in turn, allows us more confidently to plan for future growth and development. We have also continued to receive significant pro-bono assistance, saving us considerable expenditure and helping us to ensure the highest standard in all that we do.

We have a network of over 2,000 active hosts across the UK and over 750 volunteer home visitors. We have strengthened and developed our exceptional staff team, and we now employ 18 people, supported by our nine trustees who share their skills and expertise to guide the organisation.

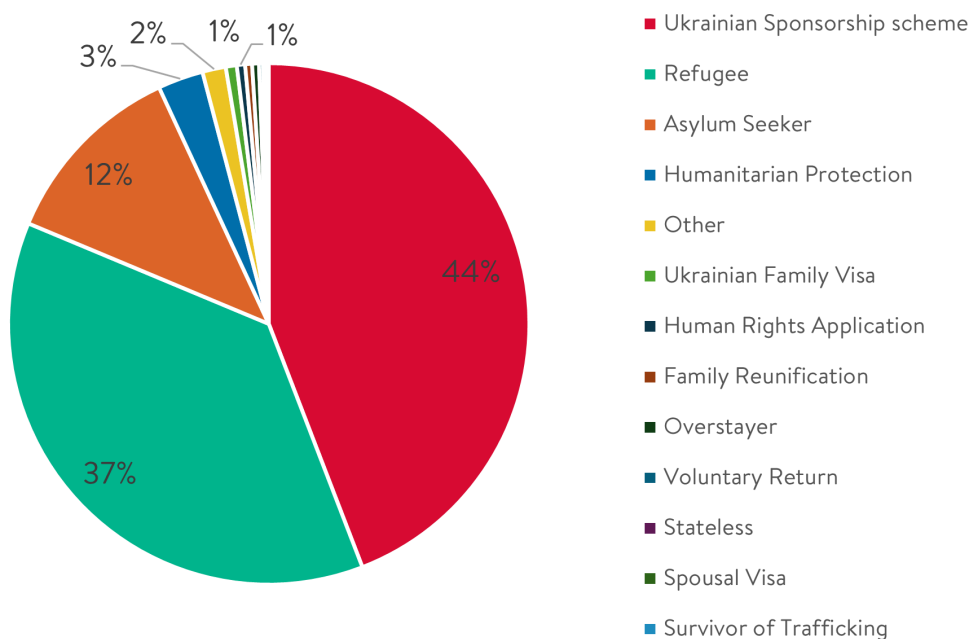
# Who we support

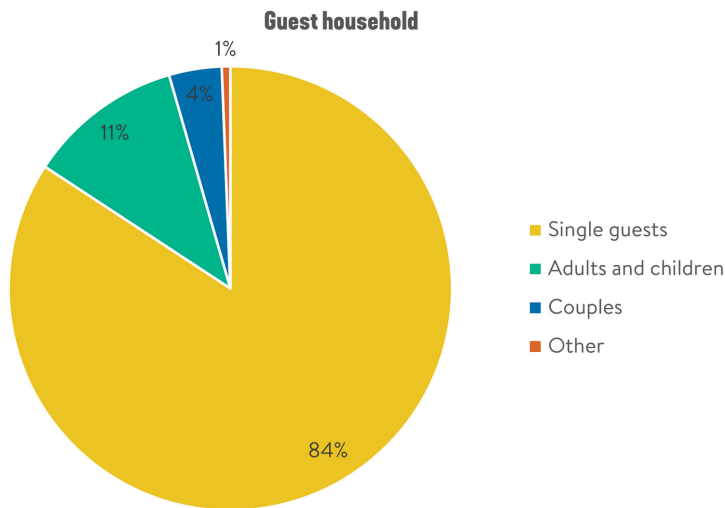
We host guests who have insecure accommodation due to their immigration status. Whilst our brilliant hosts continue to host more Ukrainian guests than from any other nation, we are seeing more guests of other nationalities being hosted again, largely in the last part of 2023, when the UK government began processing asylum claims at pace and evicted newly-recognised refugees with little notice.

**Nationality of hosted guests 2023 (top 16)**



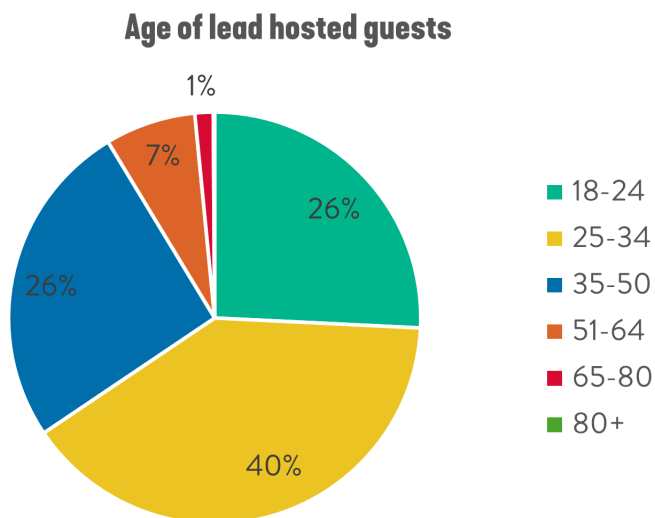
**Immigration status of hosted guests**



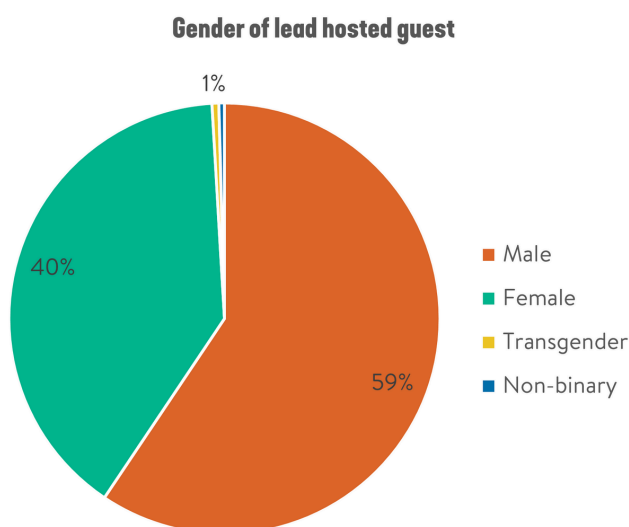


The majority of our guests are single people, although we continue to host families of all shapes and sizes including couples, people from Ukraine with children, including multi-generational families.

In 2023, our oldest hosted guest was 83.



A significant change in 2023 is that we are now hosting more refugees who self-refer into us than those who are supported by a caseworker. The scale of need has meant that many of our referral partners are no longer able to assist guests as they had previously. 60% of all guests hosted in 2023 self-referred to us and were supported by our placement team.



# Our team of Hosts

We are incredibly proud and privileged to support a network of over 2,000 active hosts across the UK.

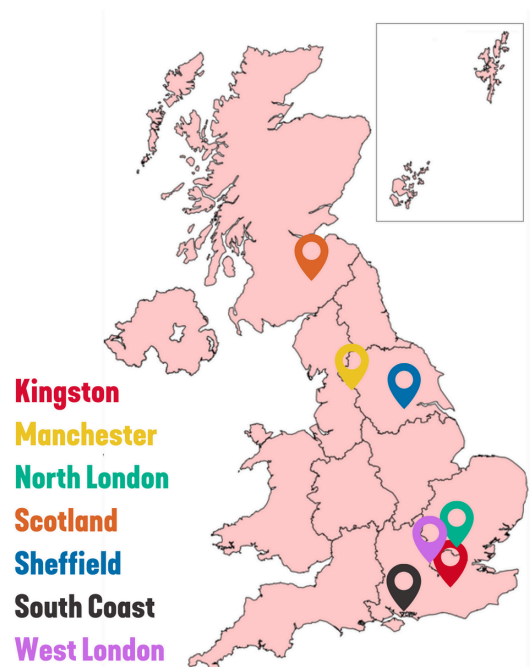
These exceptional people open their hearts and homes to refugees and people seeking asylum, for durations ranging from a few nights to many months.

In 2023, we saw an increase of hosting outside of London, with particular growth in Yorkshire & Humber, and the South of England. One of the benefits of hosting through a charity like Refugee at Home is the network of support offered by other hosts. During 2023 we have revived and expanded our host hubs across the UK, and we will be adding to our hub network in the coming years.

Where our hosts are:



Our Hubs:



# Our thanks

We're grateful to our team and Trustees, and to many others who make our work possible:

- Our incredible network of hosts across the UK who open their doors and welcome people seeking sanctuary to live alongside them. Refugees at Home would be nothing without them.
- Our Home Visitors who spend time with those applying to host, explaining how things work and answering their questions .
- Our volunteer Hub Leads who donate their time to meeting with and sharing ideas and challenges with hosts and Home Visitors in their areas.
- We're so grateful to all of our partners, who share their skills, knowledge and enthusiasm to support refugees and people seeking asylum.
- We'd also like to thank our wonderful donors and supporters whose generosity make all that we do possible.



“ I would like to express my appreciation to my host families of Christina, James, and Antonia for their kindness and welcoming attitude. Thank you for all you do to promote justice and humanity. ”

Almojtba, Guest

# The next 3 years

With huge changes on the horizon for people seeking sanctuary in the UK, we anticipate the need for short-term hosting continuing well into the future.

## Our 3-year strategy

- Growth – we want to continue to be the largest hosting organisation in the UK, and we have ambitions to be hosting 2,000 people simultaneously by the end of 2026. We will be substantially increasing our network of hosts across the UK.
- Host experience – we will equip our hosts with the information, support and guidance they need. We will centre their experience at the heart of our work.
- Guest experience – we will listen to and learn from our guests, working alongside them to ensure the hosting we offer is as positive an experience as possible.

Underpinning all of this will be robust and effective systems, diverse funding streams and great governance, as well as demonstrably valuing the people who make up our team.

We will continue to grow and improve our standing, identity and collaborative working in our sectors.



“Somebody once asked us if we get paid for our hosting I said, “No, we don’t get paid but we get huge rewards from all the joy and laughter the refugees and asylum-seeking guests we meet through hosting bring into our lives and continue to do so.”

Michael & Mehdi, R@H Hosts

[www.refugeesathome.org](http://www.refugeesathome.org)