



**2024–2027 STRATEGY**



# OUR VISION

Any of us could be refugees, in different circumstances. Refugees at Home connects people with a spare room to **REFUGEES** and **PEOPLE SEEKING ASYLUM** in need of somewhere to stay. We don't think people who come to the UK for **SANCTUARY** should end up on the streets.

Refugees and people seeking asylum are fleeing war or persecution in their own countries. But many who come to the UK in search of safety find themselves facing **HOMELESSNESS** and **DESTITUTION**. They may be without statutory support for long periods, or need some additional help to build new lives.

**“Our vision is for every refugee and every person seeking asylum to have a safe place to stay.”**

We recruit and support **VOLUNTEER HOSTS** who are willing to offer a **TEMPORARY HOME** and a **HELPING HAND**. Our role is to **CAREFULLY MATCH** each guest and host, to **ASSESS** and **PREPARE** them ready for hosting, to **ADVISE** on hosting arrangements and **ACCOMMODATION**, and to provide **ONGOING SUPPORT** to hosts throughout each stay.

The need for hosting has never been greater, and building on our success to date, our **STRATEGY** for the next 3 years is **AMBITIOUS** so that we are able to respond well to the needs of refugees and people seeking asylum in a fast-changing landscape.



# OUR GOALS TO 2027

## 1. GROWTH

We have an ambition to be the largest hosting charity working in the UK, responding to the growing need of those seeking sanctuary here. This growth will not come at the expense of the high quality experience that both our guests and hosts deserve.

We will do this by recruiting and onboarding hosts to be ready for guests, and up-skilling guests to move on from hosting.

**By the end of 2026 we will:**

- **Be hosting 2,000 guests simultaneously**
- **Have placements in every region and nation of the UK**
- **Be helping guests directly to move on from hosting**
- **Increase our work with organisations supporting refugees and people seeking asylum to ensure hosts are available in their areas.**



## 2. OUR GUESTS

We play a unique role in the lives of our guests, usually at a period of anxiety and concern, and we want to play as relevant a role as possible for them. We will create new ways of listening to, and acting on their experience of being hosted in our work. We see opportunities for long-lasting relationships to be established with our guests post hosting, whether our guests work or volunteer with us in the future.

**By the end of 2026 we will:**

- Establish and increase the ways in which our guests shape and guide how we work
- Evaluate the experience of hosting on our guests' lives in the UK
- Make opportunities available within our organisation for our guests to work or volunteer within the R@H team
- Fully embed a trauma-informed approach to hosting in all areas of our work.



**“I don't know how to repay you for standing by my side. My hosts gave me more kindness than I have ever seen in my life. I would like to thank you for all this help”**

A, 24, Guest



## 3. OUR HOSTS

We want our hosts to be well equipped and supported to host, in control of their journeys and learning with us. We will be doing all we can to ensure that our hosts feel able to host over and over again.

**By the end of 2026 we will:**

- Listen to our hosts and how they feel about our current support, ensuring their experiences are shared
- Provide learning opportunities for our hosts, to build their confidence and experience of feeling prepared to host
- At least double the number of local support hubs for hosts and home visitors to share local knowledge and information
- Retain hosts so that repeat hosting is possible in 75% of cases.

## OUR OPERATIONS

In order to achieve our **AMBITIOUS STRATEGY**, we will be **INVESTING** in our **PEOPLE**, ensuring our **STAFF TEAM, CONTRACTORS** and **VOLUNTEERS** are **SUPPORTED, WELL TRAINED** and **VALUED**. We'll be working to ensure our team are **REPRESENTATIVE** of our guests and hosts.

Our board of trustees will continue to diversify, ensuring we remain well-governed. We will use technology to further our reach, to support hosts and guests to move through placements in a meaningful way. We will carefully and appropriately evaluate our work.

Our fundraising streams will diversify, ensuring we have the resources to achieve our strategic goals.

**We will grow our profile further, engaging through all forms of media with potential hosts and supporters, whilst continuing to develop our voice and core messages.**



# OUR THEORY OF CHANGE

## The problem we are trying to solve

Refugees and people seeking asylum in the UK are homeless because of their immigration status

## Our goal

Refugees and people seeking asylum have a place to stay

## Our activities

- Providing short-term hosting
- Recruiting and supporting volunteer hosts
- Listening to, and learning from hosts and guests
- Providing pathways into secure accommodation
- Raising awareness of the needs of guests and hosts

## How we reach our goal

- An effective, inclusive and diverse team
- Collaborative working and knowledge sharing
- Diversified funding streams
- Flexibility
- Robust infrastructure and support with great governance
- Trauma-informed approach for guests and hosts

## Our impact

- Our guests feel safe and secure in temporary hosting
- Hosts feel valued and supported
- Guests are supported into longer-term accommodation
- Hosting is a valued response to refugee needs
- A substantial increase in the number of people hosted