

IMPACT REPORT

2025





With thanks to our supporters



Marie-Louise von
Motesiczky
Charitable Trust



TRIVERS.
SMITH

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Refugees at Home is a registered charity, no. 1177765.

INTRODUCTION

Despite a hostile climate, negative portrayals in the media, and regressive Home Office policies, we've been working with our partners and supporters to reach as many refugees and people seeking asylum as possible throughout 2025.

With 1,367 guests hosted during this period, a 16% increase on the previous year, we're proud of the impact we've made and the level of care and support provided, as evidenced by the incredibly strong feedback we've received from hosts and guests alike.

2025 was also a period of tremendous change. Following nine years of outstanding service, our Co-founder, Sara Nathan OBE, stepped down after coming to the end of her maximum term as a Trustee.

In this time, our Fundraising Trustee, Luke Holmes, and Safeguarding Trustee, Emily Reynolds also stepped down, and we welcomed our new Communications Trustee, Clare Bolton, to the board.

While these are difficult times for charities, we remain optimistic about the future. As always, we are incredibly appreciative of our hosts and supporters, and we hope you enjoy this overview of our recent successes - which you've helped to make possible.



A message from our Chair of Trustees



2025 was a year that reminded us, more than ever, why the work of Refugees at Home matters so much.

Despite an increasingly challenging environment for those seeking safety in the UK, we're incredibly proud that our community of supporters has remained as committed and passionate as ever.

Among the year's challenges were a number of policy changes that have made life even more challenging for our guests. We were particularly disappointed to see the early ending of an extended move-on period trial that had already been showing encouraging results.

One of the most meaningful parts of this year has been taking the time to listen more closely to our hosts and guests. Hearing first-hand about the difficulties they face, but also the profound and transformational effect that hosting can have on people's lives, has been both humbling and inspiring.

Opening your home sends a powerful message that the UK can be a kind and welcoming place, and in this report you will see some of the ways that, thanks to our wonderful supporters, we have been able to grow.

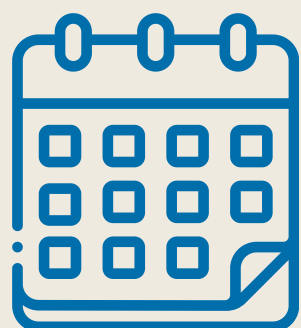
2026 is my final year as both a trustee and Chair, and it feels like a natural moment to reflect. I was fortunate enough to be involved in helping to set up Refugees at Home, and have had the privilege of serving as Chair since 2022; when the war in Ukraine brought so many new and urgent challenges.

Leaving is not easy, but I do so with enormous confidence in the organisation and the people within it. As we look to recruit a new Chair, I have no doubt they will be inheriting something truly special.

Daniel Gerring
Chair of Trustees

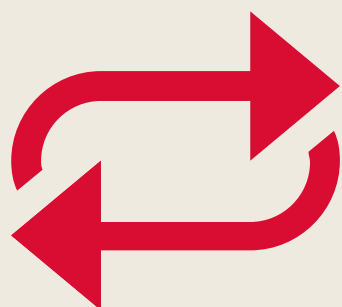
OUR YEAR IN NUMBERS

1,367
GUESTS HOSTED



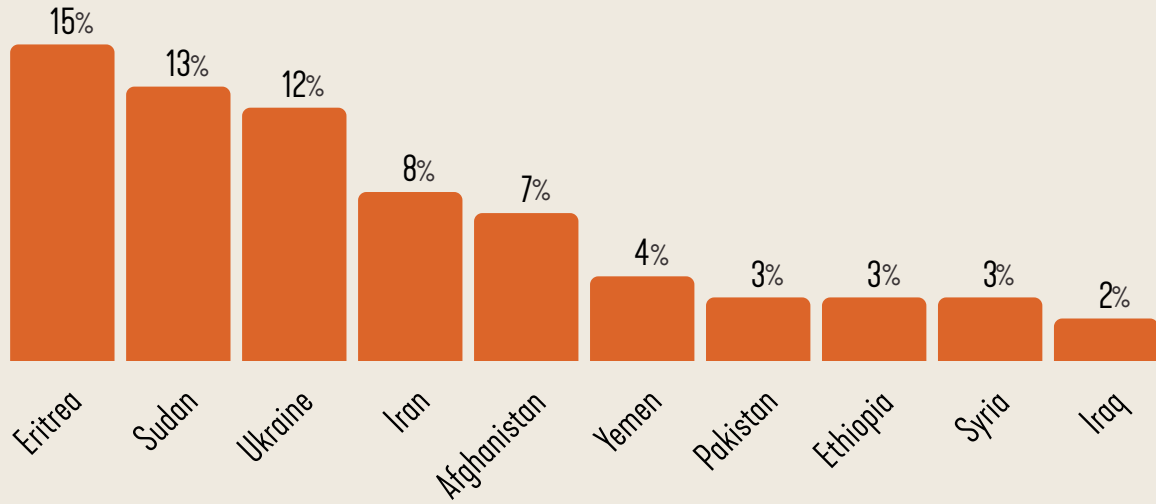
115,859
PLACEMENT NIGHTS

922
PLACEMENTS MADE



45%
REPEAT HOSTS

TOP 10 NATIONALITIES OF GUESTS PLACED (%)



88%

of hosts would recommend
hosting to a friend

90%

of hosts were satisfied with
the support we provided

95%

of guests felt respected in
their placement

97%

of guests felt supported by
Refugees at Home

£11,842

raised through our winter appeal

“It’s exceptionally rewarding to see people begin to open up”



Pictured: Chris, host



When we decided to host, part of our motivation was to undermine the hostile environment and show that Britain could be a welcoming place.

By hosting, we’ve been able to talk to people who know what’s going on in a number of countries. Last year we hosted someone from Gaza who was able to tell us a lot about the situation there. We were present when he was talking to his family there and the multiple movements they had to make to stay safe. We hear about conflicts in Iran, Iraq, Syria, and we’ve spoken to so many people who provide us with the most amazing amount of information.

One of our recent guests was a university lecturer in East Africa. Because she’s gay, she was dismissed by her employer and disowned by her family. When she came here she told us how she wanted to start doing a master’s degree. We helped her get a job in a restaurant and she worked hard and managed to save up the fees so she could start her studies, and she’s invited us to her graduation!

It’s exceptionally rewarding to see people begin to open up, and hosting is highly likely to be much more rewarding than difficult.

Housing and move-on support

In April, Michaela, our Housing & Move-on Manager, joined the team. Her role focuses on helping our self-referred guests move into their own long-term accommodation once a placement ends.

Working closely with our Placement Team, Michaela helps identify guests who might need extra support and works to develop a move-on plan. This involves:

- Organising one-to-one check-ins with guests
- Supporting guests through their move-on by liaising with landlords and councils, arranging viewings, making referrals, and applying for funding.
- Developing partnerships with accommodation providers to create accessible move-on pathways

38

guests were given one-to-one, tailored move-on support in 2025, helping them find a stable home and freeing up hosts for another placement.



When I came to Leeds I slept on the streets for a week. The council told me that because I'm not from here there was nothing they could do.

I came across the Refugees at Home website through a church in Aldershot who helped me apply. I will never forget the kindness of the people at Refugees at Home. If it weren't for them, I don't think I would be here now.

They supported me in every way, especially by finding me a kind English family to stay with, and a house to move into afterwards.

My hosts were a wonderful family, very kind and we have become best friends. They made me realise there is still good in this world.

Muhammad - one of our former guests who, after being supported by our Housing and Move-on Manager, is now living in his own flat.

Launching our hosting video

In June, we launched Making Space for What Matters - our promotional video featuring hosts Anna, Pauline, Mal, and Ian discussing their experiences of opening their homes, and the positivity it has brought to the lives of them and their guests.

Reactions were incredibly positive, with over 38,000 views on our channels and shares by high profile figures including Gary Lineker and Misan Harriman.

Cinemas across the UK showed the video before screenings - including The Garden Cinema in London, Gulbenkian Arts Centre in Kent, and the Biscuit Factory in Reading.

The video was produced by Passing Cloud Films, who generously worked pro bono, with additional equipment provided by Yellow Cactus.

“We built the film around interviews, each testimony weaving into a single portrait of hosting, grounded in the quiet, everyday spaces of their homes. What emerges is humanity, an acknowledgment of privilege, and the simple act of offering a safe space.”

- Erica Giancesini, Documentary Filmmaker at Passing Cloud Films

[Click to watch](#)



“I bought a sleeping bag and was planning to stay on the street until I was referred to Refugees at Home.”



Pictured: Aziz (left) and host Steve



I used to write articles about the Moroccan government, and they didn't like that. They blocked my passport and told me if I came back, I'd go to prison. My only choice was to apply for asylum.

As a refugee, just meeting with a landlord is difficult. There's a bad name attached to refugees – they think you're a criminal.

I lost my room and that was it, I had nowhere to go. I bought a sleeping bag and was planning to stay on the street until I was referred to Refugees at Home. I could not ask for better hosts. Anita and Steve are wonderful. They have a beautiful garden. I just open the door and everything is green.

I'm grateful and I'm going to be grateful for the next five years. I'm going to try to be the best human being I can, volunteer a lot, and do my part as a citizen. I took a big financial hit because of what happened to me, and Anita and Steve have been able to help me. They're very supportive of me.

I did keep my sleeping bag as a souvenir of course. Maybe one day I'll go camping with it.

Our Hubs

Hubs are informal, local groups set up by Refugees at Home that provide a way for hosts and Home Visitors to come together, share knowledge and experiences, and support one another.

To date, we have 18 Hubs set up - five of which are in London.

Nine Hubs were set up in 2025, making it our most successful year so far.

“People who volunteer with Refugees at Home often have a lot of common interests.”

“Sometimes we’ll let each other know about upcoming events, or other ways to try and help refugees.”

- Pip, Home Visitor and Sheffield Hub member

Hubs set up in 2025

- Berkshire
- East Kent
- East London
- Merseyside
- Newcastle
- Norwich
- Oxfordshire
- South West London
- West Yorkshire



260+

Hub members

“A couple of our guests seem like different people now because they’re able to be themselves”



Pictured, from left: Rebecca & Alex



Rebecca:

I guess we’ve got our own niche of hosting LGBT people. It’s quite validating for us to help people in our wider global community, but it’s also inspiring to hear their stories because we’ve been lucky enough to not have faced anything like the stigma and homophobia they’ve had to deal with.

It’s incredible to see people come out of their shells and go from being insecure in who they are to fully fledged members of the community and living their life openly and without fear of prejudice. A couple of our guests seem like different people now because they’re able to be themselves.

Alex:

We are still in touch with every single person who has come to our house in one way or another, and some we see or hear from more than others, but every single person that has come has stayed a part of our lives.

That first guest who stayed with us during lockdown now has his refugee status, he’s got his passport and he’s been through so much. And we’ve done that with him; it’s so enriching to our lives.

Fundraising highlights

The fundraising landscape is incredibly tough for charities and in this time of increasing anti-migrant sentiment, organisations such as ours often face additional challenges.

Below are some of the year's fundraising highlights, and how generous funders and supporters have helped us continue in our mission. As we enter a critical time for the charity, we're constantly exploring new sources of funding to guarantee the stability of our work for the years to come.

From major donors to individual giving - every penny goes a long way as we continue to help transform the lives of our guests.



In January, we were awarded **£436,349** from The National Lottery to help us deliver an ambitious programme supporting refugees and people seeking asylum in the UK.

The grant, awarded over a three-year period, will enable us to provide an even better service for our guests and hosts, as well as boosting the number of people we reach.

The funding is helping to pay for some of our Placement Coordinators, each overseeing high demand areas of the UK - London & the South East, the North West, and Yorkshire & Humber. Members of our team can now give extra attention to areas where the needs of our guests often outweigh the availability of our hosts.

By developing deeper and more meaningful local knowledge, made possible through this funding, 93% of our guests in these areas have since reported finding a sense of community through hosting.

The logo for Comic Relief, featuring the words "COMIC RELIEF" in white, bold, sans-serif capital letters on a red square background, which is centered within a larger yellow rounded rectangle.

At the start of the year, Comic Relief awarded us **£50,000** as part of their 'A Place to Call Home' winter appeal in partnership with the Evening Standard.

The appeal raised over £3.46 million to support charities helping refugees, and a journalist at The Standard interviewed a former guest who, after sleeping rough at Euston station, was able to find stability with his life following a placement with us.

He told the journalist: "I have never seen a more effective organisation. I had given up all hope, but in the 43 days I stayed with my host, it gave me breathing space to get on my feet. I saved for a deposit, found a room to rent and applied for university. Their support changed – and saved – my life."



**Winter
Appeal**

In November we launched our Winter Appeal to help us make a difference for even more guests during the winter and beyond.

The appeal ran for 35 days and, thanks to the generosity of supporters old and new, we received 99 donations and raised an incredible **£11,842**.



**Burns Night
Ceilidh**

Since 2022, a group of friends in London have organised an annual night of music and celebration to mark Burns Night and raise money for refugees.

Backed by the SOAS ceilidh band, the sold-out night of tartan, haggis and dancing raised **£3,193** to support our work.

Thank you to our incredible fundraisers!



Harry - Paris Marathon



Phil - Pennine Way



Danylo - London Marathon



Lauren - Hackney Half



“My hosts helped me with everything - they were always so open with me.”



Olha (second from right) with host Angeli (left) and her family



My hosts helped me with everything – if I had a problem or needed to talk about anything. Angeli and her family were always so open with me.

When I went to the local Ukrainian Community Centre, she came with me because I was new to the UK and quite shy. She asked the people there if they could help me, which was really nice.

Angeli helped me improve my English and by April it was good enough to get a job in a souvenir shop, which was really nice and I was able to speak to so many people and improve it even more.

She says that if I need any help, I can ask her. She is very kind and I’m really happy that I was able to stay with her.

Olha, one of our guests who came to the UK through the Homes for Ukraine scheme. In 2025, after her placement ended, she managed to move to London with her cousin and start a job at a hotel.

Events in 2025

Our team is constantly working on different ways to reach new audiences and potential hosts, and in 2025 we were proud to be a part of several exciting events to promote our work.

Here are some of our highlights from the year.

Refugee Week screening and panel discussion

For Refugee Week, we partnered with Oru Space, an arts venue in Sutton for a panel discussion and film screening.

As well as showing three short films, each reflecting the resilience, generosity, and everyday heroism at the heart of the refugee community, we were joined by a former guest, some of our local hosts, and a member of our team.



Ben & Jerry's Sundaes in the Park



We were invited to be a part of Ben & Jerry's annual festival of music and ice cream to spread the word about ways people can support refugees.

Joining an incredible line-up of charities in the Social Mission tent, we had a fantastic time speaking to attendees about what we do – and our special hosting-themed Jenga proved to be a huge hit. A portion of the money raised through ticket sales was donated to us.

Greenbelt Festival



Image: Jonathon Watkins

For the second year in a row, we were a part of Greenbelt – a long-running summer festival of artistry, activism, and faith held in Northamptonshire.

As well as sharing stories of our guests and hosts in the festival's TakeAway area, we organised a panel discussion featuring inspiring members of the Greenbelt community who also host with us.

More than half a year after the festival, attendees we spoke with are still getting in touch wanting to find out more about hosting.

Blue Has No Borders screenings



Hosts and one of our trustees were part of the post-film panel discussions at three screenings of Blue Has No Borders.

The acclaimed documentary, a timely visual essay about the lives of the people in Folkestone where refugees often arrive by boat, was nominated for a British Independent Film Award.

How we're listening to feedback

As a charity focusing on making a difference for at-risk groups, we believe we have a duty to learn from the views and experiences of those we support and work alongside.

That's why, throughout the year, we hold regular surveys and listening opportunities with our guests and hosts.

Below are some of the ways we've adapted and improved our work based on the feedback we've received.

| | | |
|--|---|--|
| <p>Better access to translation and interpreting services.</p>  | <p>Introduced a guest alumni newsletter with work and training opportunities.</p>  | <p>Increased move-on support for guests as their placements end.</p>  |
| <p>Setting up more Hubs to help our hosts connect with each other.</p>  | <p>Improved trauma training for our staff and resources for hosts.</p>  | <p>More personalised check-ins with our hosts.</p>  |
| <p>Working on a new portal for our hosts that's more reliable and informative.</p>  | <p>Providing hosts with more information about potential guests.</p>  | <p>Better signposting to emergency and out of hours contacts.</p>  |

How you can help

This is a critical time for Refugees at Home, and your support will help make sure we can carry on our vital work for the foreseeable future.

Here are some of the ways you can do this.

Fundraise

Fundraising for us is a rewarding way to take on a challenge while supporting our work. Whether you take on one of our events, or organise your own fundraiser, every penny will go a long way - and we'll be there to support you every step of the way.

Donate

If you're able to, here's how your generous donations can make a difference:

- £30 can cover a week's bursary for a guest with no recourse to public funds
- £50 would cover the cost of a week's placement, providing a guest with a safe place to stay.
- £60 will pay for a high-priority home visit, allowing us to fast-track placements for refugees currently sleeping on the street.
- £80 could pay for move on support, helping a guest find more permanent accommodation

Host

Whether you can host for three days or three months, opening your home is a practical way to make a tangible difference to lives of people seeking sanctuary.