



From hostility to hospitality

Jesuit Refugee Service UK
Review 2010-2013

Our Mission

In accordance with the JRS International Charter, JRS UK accompanies refugees and forced migrants, our brothers and sisters, serving them as companions and advocating their cause in an uncaring world. We have a particular concern for those who are detained under the immigration rules or who are left destitute in the UK. This work is carried out in the spirit of mutual respect, dignity and solidarity with the refugees and forced migrants, and in collaboration with other organisations.

Our Values

The JRS mission is built on our faith in God who is present in human history, even in its most tragic moments. We are inspired by this faith and by core values that inform all the work we do. Our values are: **Compassion, Hope, Dignity, Solidarity, Hospitality, Justice and Participation**. A fuller description of the JRS values can be found at www.jrs.net

Our Goals

The goals of JRS UK 2011-2013 were threefold:

- To work towards the dignity of refugees and forced migrants
- To improve the conditions under which refugees and forced migrants find themselves in the UK
- To advocate for a values-based approach to the UK's obligations of meeting the protection needs of refugees and forced migrants



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“JRS makes life a lot easier; it gives you a change of scene. It always tries to find a solution, it definitely gives hope.” Ahmad, refugee

From Hostility to Hospitality

Louise Zanré, Director, reflects on JRS UK's work over the last three years.

None of us can have failed to notice the increasingly hostile tone of the public debate over immigration, in particular over the last 12 months.

What is missing from the debate is the effect increasingly harsh laws, immigration checks on streets and at stations and the “Go Home” vans, as well as anti-immigration statements have on people who are seeking sanctuary. People attending our day centre in Wapping told us last summer (after the vans and the increased street immigration checks) how scared they were and how unwelcome they felt in the UK. Many of the people we accompany have told me that they are scared to tell people they know that they are asylum seekers in case they are treated differently, or shunned completely. Others have told me that they have been shouted at or spat at when someone has found out.

Also missing from the debate is the effect this hostility is having on wider

society. It has become normal over the years to scapegoat asylum seekers, refugees and migrants. The focus on immigration has served to deflect opinion or attention from deeper issues around poverty and inequality in British society. Asylum seekers, refugees and migrants are blamed for the lack of employment, lack of housing or lack of opportunity for some sectors of British society. The easy political capital for politicians is then to get tough on immigration rather than to look at and tackle poverty, food insecurity, lack of housing and unemployment in the UK - all critical issues of inequality in British society.

The opportunity we have at JRS, through our mission of accompaniment, service and advocacy is to model a different society; an alternative to fractured societal relationships. We have the opportunity to offer a welcome to those who feel unwelcomed; to walk in solidarity with them; and to offer a relationship based on dignity, respect and equality.

The starting point is the welcome at the door, the cup of tea or coffee, sandwich and fruit offered to the person who attends our day centre. It is the offer of a social visit, care and companionship to the person we visit in either Harmondsworth or Colnbrook Immigration Removal Centres. Conversations are had. Lives are shared in their joy and sorrow. While some modest practical assistance may be offered, our focus is really on accompaniment - on that side by side walking through life together - which forms a radical hospitality that re-imagines society.

One of our day centre users recently expressed his gratitude for the normalcy of his time with us. He can have an everyday conversation about the football team he supports or life in general. He can invite a friend to have a coffee with him in our day centre.

And, of course, he can also when he wants speak to us more closely about the difficulties he faces in his life.

Just over three years ago we moved our office and day centre to our current location at the Hurtado Jesuit Centre in Wapping. The space we have here is wonderful - primarily because it is so flexible. We can run our day centre, have our companions programme activities (womens' and mens' prayer and wellbeing groups), offer private space for confidential appointments or for personal reflection, run creative writing and photography workshops in conjunction with our partners, English PEN and Fotosynthesis, and carry out support work for the detainees we accompany as well as undertake our own administrative work.

None of this, however, would be possible without your prayers, financial contributions and support. We are all very grateful for your willingness to engage with our mission of accompanying, serving and defending the rights of those seeking sanctuary in the UK. I hope that together we can reimagine society and make it a more equal and respectful place for us all.

“Migrants and refugees are not pawns on the chessboard of humanity. They are children, women and men who leave or who are forced to leave their homes for various reasons, who share a legitimate desire for knowing and having, but above all for being more... A change of attitude towards migrants and refugees is needed on the part of everyone, moving away from attitudes of defensiveness and fear, indifference and marginalization - all typical of a throwaway culture - towards attitudes based on a culture of encounter, the only culture capable of building a better, more just and fraternal world.”

Pope Francis, in “Towards a Better World” Message for the World Day of Prayer for Migrants and Refugees, 2014



Highlights of the last three years at JRS UK

In April 2011, Jesuit Refugee Service UK moved into our new home, the Hurtado Jesuit Centre, in the East End of London. We were pleased to receive the Superior General of the Society of Jesus, Adolpho Nicolás SJ and invite friends to celebrate with us at our first "Open House". Many of the refugees have told us that they see the centre as "ours", precisely because they are comfortable here.

We now support over 200 people each month and see on average 120 each week at our Day Centre. Together with generous new project partners, we have launched a programme of additional services for refugees, seeking to nurture hopes, enable self expression and engage in advocacy opportunities.

Our detention outreach programme helped over 100 detainees in the last year alone to access pastoral

support from a visitor or pen-befriender. We have launched our innovative solicitor liaison service. We introduced stress management help for vulnerable women in the detention centre.

JRS UK has continued to be part of wider advocacy initiatives in the UK and Europe that argue for public policy decisions to be based on the dignity each of us merits and on justice. We have enjoyed accompanying refugees as they have spoken of their experiences and aspirations to new audiences in schools, chaplaincies and churches – allowing those

wider communities to appreciate the resilience and hope they bring.



"It is not easy to manage. It is too difficult, if that's why people doing charity are helping, they have to help because people need the help. They can continue, because asylum seekers have difficult lives. You had a problem back home, and you think if you come here, you will have peace and then you have another problem!" Solange, refugee volunteer

Serve [to give, to provide, to work actively for]

At the Day Centre

Need - Those who come to see us are often struggling with homelessness or hunger. They are surviving without cash whilst dealing with stress or trauma due to their experience of destitution and the uncertainties of their situation, as well as isolation and separation from family back home.

JRS' response - We provide travel money to access critical legal and medical appointments, emergency mini-grants for newly destitute individuals and a healthy lunch each week. Our weekly Day Centre is a safe space to rest, get referrals to key services and meet friends over a cup of tea or coffee.

160 toiletry packs given out each month.

More than 70 coats given out at Christmas 2013.

In Detention

Need - Detainees need practical help with communication: securing referrals to specialist services for their health and keeping in touch with family and friends.

JRS' response - Our legal liaison service has facilitated better communications between stressed detainees and busy solicitors. Our weekly presence in the detention centres provides 'surgeries' to respond holistically to individual needs.

10-20 individuals helped each week with issues relating to health or legal advocacy.

£10 mobile phone top-up for each detainee every month.

Accompany

[to go along or in company with; join in action]

In the Immigration Removal Centres

Need - Detainees struggle with isolation from the 'outside world', not knowing how long their detention will last and in fear of deportation. Each one needs help to cope with anxiety and emotional strain.

JRS' response - Our team of volunteers provided one-to-one visits and staff are on site to offer pastoral care. We have contributed to the chaplaincy teams accessed by detainees of all faiths. In the women's unit, we have delivered specially tailored relaxation and stress management programmes.

During 2012 we helped over 120+ detainees aged between 19 and 53 years-old, from a wide range of countries of origin including Afghanistan, Pakistan, Nigeria, Somalia, Iran, Gambia, Jamaica, Democratic Republic of Congo, India, Algeria, Cameroon, Iraq, and Palestine.

At the Day Centre

Need - Whilst having little control over whether they will be granted leave to remain, whether they will be detained tomorrow or even where they will be sleeping, each person needs to retain their sense of identity, an ability to make choices and find positive ways to use time and talents.

JRS' response - Using ideas and suggestions offered during consultation with our refugee friends, we have set up peer support groups for men and women, creative writing and photography workshops for self-expression. Several families have enjoyed day trips and help with education.

More than 50% of our Day Centre attendees have taken part in a creative or confidence building programme and 42 women have taken part in our Women4Women programme and 22 men and women have attended a relaxing away day.

"JRS gives me visitors. They are helping me very much. A month ago I was very stressed. In detention you don't know if you're going to be released at some point, or deported. You don't know anything. It is not like in prison. The uncertainties are worst. One of my visitors for example brings me movies, it helps me to release my stress." **Paul, detainee**

Advocate

[to uphold, to defend, to intercede for]

"I advise others who are coming to JRS to 'go for it' as well, not just coming to get bus fares and food, it is good to do something for the community as a way to help yourself."

Souleyman, refugee and anti-detention campaigner

Need - Once refugees have made the difficult decision to leave home in search of safety, have survived the perils forced flight to Europe entails, the process of seeking asylum is too often bruising, confusing and traumatic.

JRS' response - We sustain efforts as part of wider coalitions to make values-based responses to the public debate about asylum seekers and migrants. Our public speaking training workshops have led to refugees from JRS speaking publicly, including at a national conference.


We wrote a submission about making the case to protect family reunification under the government's new immigration rules

JRS refugees spoke in advocacy meetings with Home Office civil servants to highlight concerns about reporting centres

3 Members of Parliament have visited JRS to hear first hand how statutory processes impact individual lives

JRS Europe published a landmark report on alternatives to detention drawing on the actual experience of refugees from our UK Day Centre, as well as projects in Germany and Belgium.







“JRS are family here for me now.
JRS supports me morally and
motivates me.”



“We feel
welcome as a
new person in a
new country.”



“Respect for persons and
international perspectives that
welcome everyone – mutuality.
I resonate with the mission of JRS.”



“I feel privileged
to meet and learn
from each of the
refugees here.”

“I thank God for
these people.”



“I am appreciated
and get
opportunities
to contribute.”

From hostility to hospitality

There are a number of pressing issues around us:

We remain concerned about the effects of continuing failings in the asylum determination process to offer protection to those who need it. Change in legal aid funding mean fewer forced migrants can get good quality advice and representation or gather vital evidence and information.

We see how immigration detention and the resulting separation from personal and community support networks causes a whole range of emotional, mental and physical problems.

Depression, frustration and anxiety are common, due in part to not knowing how long detention will last.

We are seeing more individuals with serious mental health instability than three years ago and without adequate resources to help them.

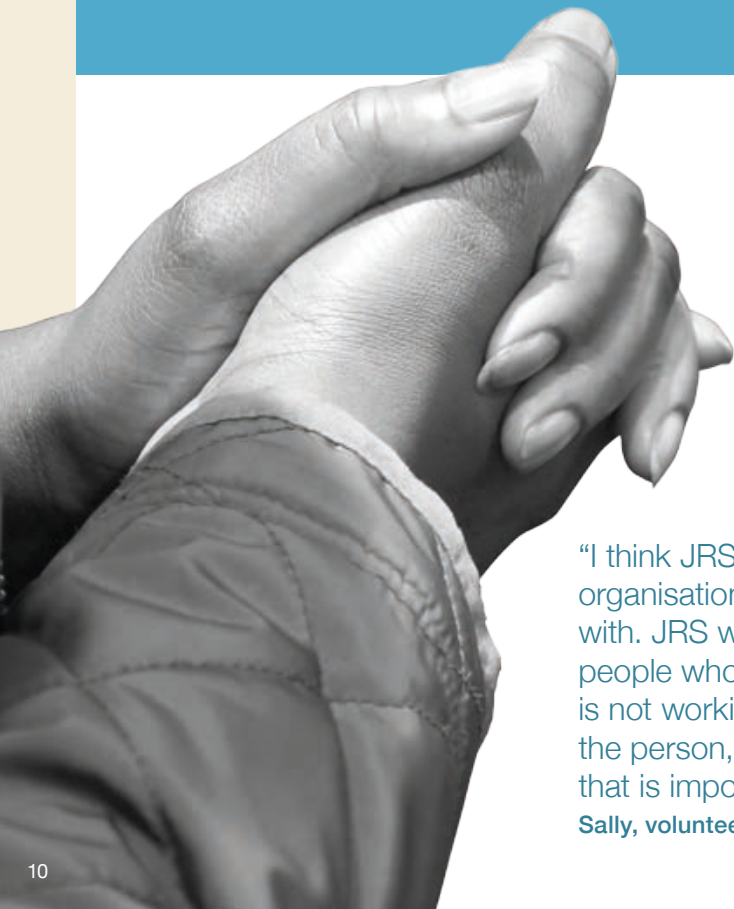
Each day we continue to witness how the inadequacy of the support systems leaves asylum seekers with insufficient to feed or clothe themselves. Few have the prospect of being housed with mainstream homelessness providers or being hosted with suitable communities or families.

Statutory budget cuts have led to the closure of several refugee service providers. Partly as a result of this, for the first time ever during the summer of 2013, JRS had to temporarily close our list of initial appointments for newcomers.

As we look to the future, we trust that we are well-placed and committed to respond to these problems. We recognise that we will need to give ourselves and our co-workers enough space and nourishment to sustain our friendly welcome to each individual who comes through our door.

“Look at the people you serve, what they need to be happy, let your own self to be led by the people that you are serving, because finally it comes down to that. JRS is person led and then we also have to be led by them [the refugees].”

Anne-Elisabeth, staff member



“I think JRS is a great organisation to work for and with. JRS works with and for people who are vulnerable. It is not working for profit. It is the person, it is the refugee that is important.”

Sally, volunteer

Current challenges & future opportunities

During the last year, JRS UK as an organisation has had external evaluation by the Jesuit Province and had a country visit from JRS Europe's Regional Director. The findings and recommendations from both highlight the quality of our work whilst noting that we need to increase our capacity as an organisation.

Challenges that face JRS at this time:

- The economic downturn leads to a greater pressure on our own costs, programmes and activities.
- We need to invest in our organisation and equipment to enable us to work more efficiently so staff are less stretched.
- Our plans to improve our evaluation systems will enable us to share learning and articulate how our approach is effective.

Future opportunities:

- We hope to maintain our joint work with partner organisations to offer skills and opportunities to refugees using our Day Centre as a hub.
- Our detention outreach service is ready to build on our legal liaison service and explore options for the skilled support needed for increasingly vulnerable detainees.
- We could develop our advocacy programme and make a stronger contribution to public debate about hostility to migrants.

During 2014, we will continue our strategic planning process and more detailed plans will be available on request to supporters and donors.

Where our resources come from

We have received grants from:

- Christian Peace Education Fund
- Gospel Fund (School Sisters of Notre Dame)
- Jesuit Fund for Social Justice
- London Churches Refugee Fund
- St John Southworth Trust
- Women's World Day of Prayer

Refugees who come to JRS have also received individual grants to help with daily living needs or study from:

- Catholic Women's League
- The Vicar's Relief Fund
- The Methodist Church Fund for Human Need
- Society for Strangers in Distress
- Talisman Trust
- Al-Mizan Trust
- National Zakat Foundation
- National Association of Crohns and Colitis
- RNIB
- Catholic Clothing Guild
- And a number of parishes from around the country



"It gives a friendly atmosphere. They talk to you, they comfort you and they give you advice. In other words, they are very supportive. Many times, I have wondered, when the numbers grow how they get these things for us. If anything, they give more things. We get the same things, so how do they manage?"

Jenny, refugee

Our Finances

2010-11, 2011-12, 2012-13

In spite of the current economic climate, Jesuit Refugee Service UK has managed to sustain growth. For the first time we had a deficit in 2011 and 2012, but in 2013 reclaimed part of that back thanks to a small legacy and a generous gift from a parish.

Our increased costs are due to more people coming to us for help and because we moved premises into a better building that allows us to run more activities. Up to this point, we only paid rent for Day Centre locations and our office space was given in-kind in exchange for the expertise JRS was able to share.

We have a core grant from the Jesuits in Britain (Society of Jesus Trust) which covers our administrative and governance costs. Funding for most of the services we provide comes from small grants and donations from individuals, grant-making trusts, businesses, parishes and religious congregations.

Our voluntary income is very important as it enables us to respond to the needs of the refugees and asylum seekers as they arise. It is also important to the refugees to know that people they may never have met care for them through their prayerful and

financial support. Individual donations go directly to meeting the needs of those who rely on us for lifelines like travel expenses and mobile phone top-ups.

Our unrestricted reserves at the end of the 2012-2013 financial year were £138k (38%) which is 4.5 months of annual budget.

The work of our volunteers, if estimated using the London Living Wage as a baseline per hour, adds over £115,000 to our budget per year.

Income	2010-2011	2011-2012	2012-2013
Core funding from the Society of Jesus Trust	£187,000	£220,000	£220,000
Unrestricted donations	£40,385	£48,809	£27,379
Restricted donations	£8,843	£12,888	£55,850
Grants	£14,366	£14,302	£34,155
Legacies	£0	£5,000	£10,750
Trading income	£521	£2,015	£1,655
Grants for individuals	£7,775	£1,979	£11,380
Fees, bank interest, other	£1,051	£849	£2,460
	£252,166	£305,842	£363,629

Expenditure

Direct services to refugees *	£172,975	£177,106	£202,762
Advocacy **	£13,437	£10,901	£6,181
Premises costs ***	£3,397	£36,639	£35,215
Office administration & governance	£18,101	£12,239	£11,012
Administration salaries	£33,814	£26,559	£26,631
Fundraising costs	£9,890	£9,496	£9,444
Volunteer supervision, training & expenses	£34,926	£46,203	£47,800
Contras & contingencies	£4,280	£5,200	£5,056
	£290,820	£324,343	£344,101

* We have apportioned salaries as 60% to direct service, 20% to volunteer supervision, 15% to administration and 5% to fundraising.

** Our Advocacy costs include travel, participation in conferences, publications and affiliations.

*** We moved into improved premises with a lease after a long period of having to pay only utilities not rent. In 2012-2013 we restructured our budget to enable us to assess a truer full cost recovery model of delivering services.

Our accounts are audited as part of the Society of Jesus Trust 1929 for Roman Catholic Purposes, registered charity number 230165.



“When I was asked to work with destitute asylum seekers in applying for grants to help with subsistence needs, I felt drawn to help. It can be heart-breaking to hear the stories of those applying for grants - perhaps even more heart-breaking when an application is unsuccessful. Compassion is so often the greatest gift I can offer. It is wonderful to see the faces of a successful applicant light up when she or he receives a grant. For a while, their life becomes that little bit easier.”

Anne, volunteer

How we use our resources

We have received in-kind resources from or to have collaborated with:

- Al-Mizan Trust
- English PEN
- Fotosynthesis
- Hands-On London
- In-Kind Direct
- Innocent Drinks
- London Churches Refugee Fund
- The Manna Society
- Museum of London in Docklands
- Poverty and Homelessness Action Week
- Prêt à Manger
- Society of St Francis
- Sisters of the Assumption
- St Vincent de Paul Society
- Wallace Collection

We mainly use end of line or free products for our cleaning and refugee toiletry packs through In-Kind Direct. We benefit from the distribution of Prêt à Manger sandwiches that otherwise would have gone to landfill. In our office, we use fairly traded tea and coffee and recycle glass, plastic, paper and food waste.

We have actively participated in the following networks:

- Asylum Rights Campaign
- Association of Visitors to Immigration Detainees
- Churches Refugee Network
- London Churches Refugee Network
- National Justice and Peace Network
- London Destitution Forum
- London Hosting Network
- Caritas Social Action Network
- The London Destitution Advice Network
- London Citizens
- Still Human Still Here
- Tower Hamlets Catholic Deanery





Management committee:

David Rhys-Jones, Chair
 Br Bernard Elliot SJ (until 2012)
 Rosemary Howarth (from 2012)
 Dr John Joyce
 Bethan Lant
 Stephen Lloyd
 Bandi Mbubi (until 2012)
 Br Stephen Power SJ

Staff:

Sr Margaret Baxter SSMN, Detention Outreach	Diluckshun Joseph, Finance
Fr Frans Chanterie SJ, Outreach Worker (from 2013)	Sou Huoy Lam, Administration
Fr James Conway SJ, Outreach Worker (2010-2012)	Kate Monkhouse, Fundraising & Communications
Fr Harry Elias SJ, Detention Centre Chaplain	Jonathan Parr, Assistant Director
Br Bernard Elliot SJ, Outreach Worker (until 2012)	Sr Anne-Elisabeth de Vuyst SSMN, Detention Outreach (until Summer 2013)
Sr Rosemary Howarth SSND, Spiritual Companioning	Louise Zanré, Director

Sadly, Br Bernard Elliot, founder of JRS UK, died in April 2012. His compassion and friendship are missed by many, especially the hundreds of refugees he accompanied over the years.

Thanks to the quality and commitment of our 60+ volunteers we are able to sustain our Day Centre and related activities, detention visiting and support services, fundraising and office administration. Each one willingly gives of their skills, expertise and compassion to accompany and serve the refugees we welcome. A special thank you goes to our refugee volunteers who assist others when their own lives are so difficult. Each one brings a unique quality as well as their own insight into how we can best offer assistance and be a community to each other.

How to get involved

If you are interested in volunteering in any aspect of work with JRS in the UK, contact us via uk@jrs.net

How to make a donation

Online donations can be made at:
www.justgiving.co.uk/jesuitrefugeeservice

Cheques made payable to:

Jesuit Refugee Service
 can be sent to
**2 Chandler Street,
 London E1W 2QT**

Or you can text:

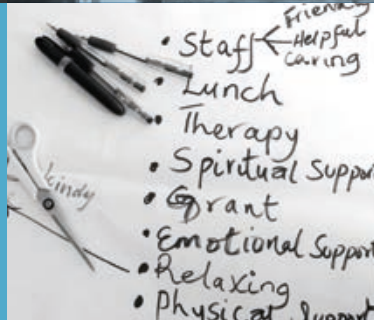
TTPT10 £(insert amount) to 70070

“What I am hoping is that people will be very aware [about the situation for refugees] and that we might get donations in between times. The refugees were very touched when they are told people are collecting: imagine - someone who had never met me would buy me a shampoo or a shower gel - that is amazing! They have heard so much negative so when they hear people are giving that makes a huge impact.”

Frances, volunteer

“Supporting JRS is another way to show solidarity with [those] who find themselves in a difficult situation.”
Lynne, donor





“At JRS you don’t just secure peace and comfort for us; you also secure life and a good future for us” Stephanie, refugee

Help us support refugees in their new life:

www.justgiving.co.uk/jesuitrefugeeservice

Be part of the wider JRS community:

www.facebook.com/jesuitrefugeeserviceuk

Read reflections from asylum seekers, volunteers and friends:

www.jrsuk.blogspot.co.uk

Keep up with our news: @jrsuk



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