



“In life people pretend
to care, but JRS really
does care!”

Refugee friend

Jesuit Refugee Service UK

Annual Report 2014–2015



Introduction

As Louise Zanré, our former Director, said: “In the 15 years that I have worked with JRS I cannot recall a period of such contrasts. So much empathy has been elicited on behalf of refugees and forced migrants by the global media reporting on the dangers and difficulties faced by those fleeing to Europe and by calls from faith leaders (including Pope Francis) to offer welcome to those forced to flee.”

As a result, as a staff team, we were overwhelmed with requests for information, offers of assistance including wishing to host a refugee, and applications to volunteer with us.

But while there seems to have been sweeping change of attitudes at least towards some refugees, the challenges and daily difficulties faced by the people we accompany are as intense and urgent as ever.

The following pages report our efforts to respond to some of these difficulties, thereby hopefully making the lives of our refugee friends a little easier and less lonely.

The 12 months from October 2014 to September 2015 covered by this report were truly remarkable. Louise died in January 2016 leaving us with her remarkable legacy and a new phase in the life of JRS UK. We miss her dearly, and yet, her example for welcoming, listening to and respecting the dignity of each person who comes here to JRS UK provides the spirit for our growing team to follow.

Thank you for supporting our journey thus far and we hope that by reading about the impact of our work you are moved to continue to support it.

JRS UK staff & volunteers

“I feel privileged to accompany these people and see how they live by hope.”

JRS UK team member

Why we exist

Through our loving care we give hope to people who have had to flee their homes so they can rebuild shattered lives.



Our Mission

JRS UK accompanies and supports refugees and forced migrants, and advocates their cause in an uncaring world. We have a particular concern for people detained under the immigration rules or left destitute in the UK. Those we work with have no recourse to benefits or accommodation and are prohibited from work. Having lost home and loved ones, too often they face hostility here in the UK.

Our Values

Our work is based on principles of hospitality and carried out in a spirit of compassion and solidarity to give hope, justice and dignity to refugees and forced migrants.

Our vision is of
a world where
all who have to
flee their homes
are welcomed
with love.



Our Aims

Our aims are to support refugees and forced migrants in the UK by:

- Providing a warm welcome and practical support at our weekly Day Centre for destitute asylum seekers;
- Offering pastoral care and service such as legal liaison for those held in detention centres;
- Facilitating creative self-expression, peer support and personal wellbeing;
- Engaging in a dialogue with policy and decision makers to promote values of justice and dignity.

Governance

Jesuit Refugee Service is a ministry of the Society of Jesus (the Jesuits), an international order of priests in the Catholic Church, founded by St Ignatius Loyola in 1540. The mission of the International Society of Jesus is the service of faith and promotion of justice. The Jesuits established the Jesuit Refugee Service in 1980 in response to the Vietnamese refugee crisis. JRS is active in 50 countries worldwide and has its international headquarters in Rome. It is one of the largest agencies supporting and advocating for the rights of refugees in the world.

JRS UK was established in the UK in 1990. It is a project of the Jesuits in Britain (Society of Jesus Trust registered charity no 230165). JRS UK is based in the Hurtado Jesuit Centre in Wapping, East London, a former school building which is home to seven Jesuits, as well as the JRS UK office and day centre.

JRS upholds the principle of subsidiarity, endeavouring to be openly accountable for its work and transparent in its decision-making. We work in partnership with other religious congregations, humanitarian organisations and with refugees themselves, encouraging co-responsibility, discernment and participative decision-making.

The Jesuits in Britain delegate governance of JRS UK to a management committee led by Fr Paul Nicholson SJ. JRS UK has a separate bank account and budget.

In 2014-15, we had 4 full time and 2 part time members of staff. Our work is sustained by over 40 volunteers.

Funding

During 2014-15, the Jesuits in Britain gave JRS UK an annual grant of £220,000 which represents half of our turnover. We rely on grant making trusts, individual supporters and religious communities who share our values and support refugees by donating to us.

Day Centre

Our weekly day centre runs from 10am-4pm every Thursday. Each week 80-100 people arrive at some point during the day. Some travel several hours, on foot or by bus, to reach us. During 2014-15 we welcomed 271 people, most of whom came every week.

All our day centre visitors were given sandwiches and hot drinks. We provided 12,790 bus passes to enable people to get to medical or legal appointments. Our volunteers gave out around 2,000 toiletry packs containing soap, shampoo, toothpaste and sanitary towels. We made emergency food grants to 60 newly destitute people and during the winter we worked with other charities to provide more than 60 winter coats.

When people first come to us they are often anxious and withdrawn. It is a great joy to see how, as they get to know us, they become more relaxed and hopeful. Just having a space where they will meet a genuine welcome and offer of friendship can make a real difference to their lives.

Our volunteers and staff offer long term accompaniment on the journey through the UK asylum system. This means helping people to feel safe, re-build their confidence and engage with some positive activities. We create a space for refugees to offer mutual support together based on their shared experience.

Day centre members come in on other days for one to one support. During 2014-15 30 people were helped in this way with referrals to specialist services such as care for torture survivors and help with getting a GP or communicating with a solicitor. We offer use of a phone, computer, photocopier and postage.

During 2014-15 we secured emergency support grants and study bursaries worth £9,000 for individuals plus £471 for purchase of study books.

We do all of this on a personal basis, which often includes staff going 'the extra mile' such as making calls to contacts outside of London to help with Home Office appointments in Liverpool or visits to hospital.

“Now you know everything about me - all my weaknesses and brokenness - but one thing you have given me back is self-belief... my dignity. Thank you.”

Refugee friend

Building on the day centre we offer a range of “day centre plus” activities on other days of the week to meet specific needs and interests of the refugees. These activities are mainly focussed on building skills and confidence.

In 2014-15 this has included:

Training 21 women to cycle, in partnership with The Bike Project

Providing approximately 270 massage sessions benefitting 6 women and 2 men

Facilitating 14 fortnightly peer support group discussions for 14 men

Hosting a women’s prayer circle 3 times each month throughout the whole year

Giving 40 weekly one-one English lessons for 3 women

Sustaining Women4Women programme of 10 creative activity sessions

2014-15 saw a marked increase in the number of families with young children coming to the day centre. Our volunteers have found new sources to provide nappies, pushchairs, clothes and toys, and gave birthday and Christmas presents to over 30 children.



Detention outreach

JRS UK accompanies detained refugees in two Immigration Removal Centres near Heathrow. During 2014-15, our trained volunteers have supported 96 women and 260 men at twice weekly pastoral care sessions. Over nine months we have offered welfare support to more than 70 women more than 100 men.

We have given around 100 mobile phone top-ups to detainees so they can maintain vital relationships with family

and friends at home and abroad.

We have seven pen-befrienders paired with detained men, helping them to retain a connection with the outside world.

Our Detention Outreach Co-ordinator offered training on mental health at the Detention Visitors Support Group in Brussels.

“I can’t even describe how helpful JRS is to me every week. In life people pretend to care, but they really don’t care. But JRS really does care!”

Refugee friend in detention

At Home hospitality programme

“The service is excellent, it’s a fantastic, unique place to be.”

Refugee friend

At Home is our hosting scheme which matches individuals and religious communities that can offer short-term accommodation in their homes to destitute asylum seekers in need of respite.

During 2014-15 we were able to secure rooms with hosts for two homeless women.

We have secured funding for a worker to develop the At Home project during 2016 and hope to offer many more places in coming months.

Advocacy

“Thank you very much.
You mean a lot to me.
I will never forget JRS.”

Refugee friend

As part of our continuing advocacy for destitute and detained asylum seekers, we have:

- Helped detainees prepare to give oral testimony to the cross party parliamentary inquiry into the use of immigration detention.
- Provided evidence to Steven Shaw during his review into the welfare of vulnerable persons in detention, as a result of which he adopted the JRS definition of vulnerability in his final report.
- Trained refugee volunteer speakers to help them develop the confidence to tell others their own experiences of being destitute or having been detained.
- Participated in a Lenten pilgrimage reading testimonies and prayers in front of government departments responsible for the welfare of asylum seekers.
- Shared our experience and the urgent needs of refugees through articles published in Justice Magazine, Thinking Faith, The Universe, The Catholic Times and other publications.
- Joined in the Caritas Social Action Network Parliamentary Reception and the national Sanctuary Summit to sign the Birmingham Declaration for solidarity with refugees.
- Continued to be active members of Still Human, Still Here; London Hosting; Detention Forum; London Destitution Advice Network; London Churches Refugee Network; the national Churches Refugee Network; Caritas Social Action Network; and others.
- Briefed supporters attending constituency hustings in advance of the general election.
- Led workshops including at National Justice and Peace Network annual conference.
- Responded to general inquiries about the UK's asylum process.

Finances

Income

Core funding from the Society of Jesus Trust	£220,000
Unrestricted donations, including legacy	£59,787
Grants	£56,150
Grants for individuals	£9,095
Restricted donations	£7,419
Trading income, fees & bank interest	£1,416
Total	£353,867

Expenditure

Direct services to refugees	£173,193
Advocacy	£25,177
Premises costs	£54,700
Office administration & governance	£36,541
Fundraising costs	£18,058
Volunteer supervision, training & travel	£30,915
Contras & contingencies	£6,409
Total	£332,084

A copy of full audited accounts are available on request.

“It brings me so much joy to know such a small kindness makes such an impact.”

Refugee friend



Thanks

Thank you to...

The Al-Mizan Trust	Hands-On London
Bernadette Charitable Trust	In-Kind Direct
The Bike Project	London Churches Refugee Fund
Christian Peace Education Fund	Pret a Manger
English PEN	St Vincent de Paul Society
Fitzer Lacy Trust	Trusthouse Charitable Trust
Fotosynthesis	Wallace Collection
The Gay & Keith Talbot Trust	

Those who provide small grants to individuals in need, you make a huge difference...

Acts 435	Newby Trust
Brentwood Diocese	Society of Friends for Foreigners in Distress
Catholic Women's League	Vicar's Relief Fund
Fund for Human Need (Methodist Church)	

Thank you to...

Parishes who make a regular giving commitment to us or organise parish bazaars to raise funds

Religious congregations who send a donation as part of their giving programme

Individuals and enterprises who give monthly, providing us with a base to plan from

Families who send a collection in memorial of family members or who make a gift in their will



“It is a humbling moment when a person thanks you for simply taking their hand and allowing them to take you to places of darkness and light.”

JRS UK volunteer



Our staff

Our staff team from October 2014 to September 2015 were...

Sr Margaret Baxter SSMN
Detention Outreach

Diluckshun Joseph
Finance (until February 2015)

SouHuoy Lam
Administration and Finance

Kate Monkhouse
Fundraising and Communications

Jonathan Parr
Assistant Director

Louise Zanré
Director



Forty special people dedicate hours of their time each week to provide hope and support to refugees. Their love, talent and commitment mean each refugee receives the warm welcome and the care and attention they deserve.



Get involved

If you are interested in volunteering in any aspect of our work, contact us via **uk@jrs.net**

If you would like show your solidarity and love please make a donation **www.justgiving.co.uk/jesuitrefugeeservice**

Send a cheque made payable to 'Jesuit Refugee Service'

Send a text **TTPT10 £(insert amount) to 70070**



“This organisation
is wonderful. If it
wasn't here, I don't
know what would
happen to us.”

Refugee friend

“Thank you for
your trust in me.”

Refugee friend

“You have given me
back my self-belief...
my dignity.”

Refugee friend



Help us support refugees:

justgiving.co.uk/jesuitrefugeeservice

Be part of the wider JRS community:

facebook.com/jesuitrefugeeserviceuk

Keep up with our news: @jrsuk



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