

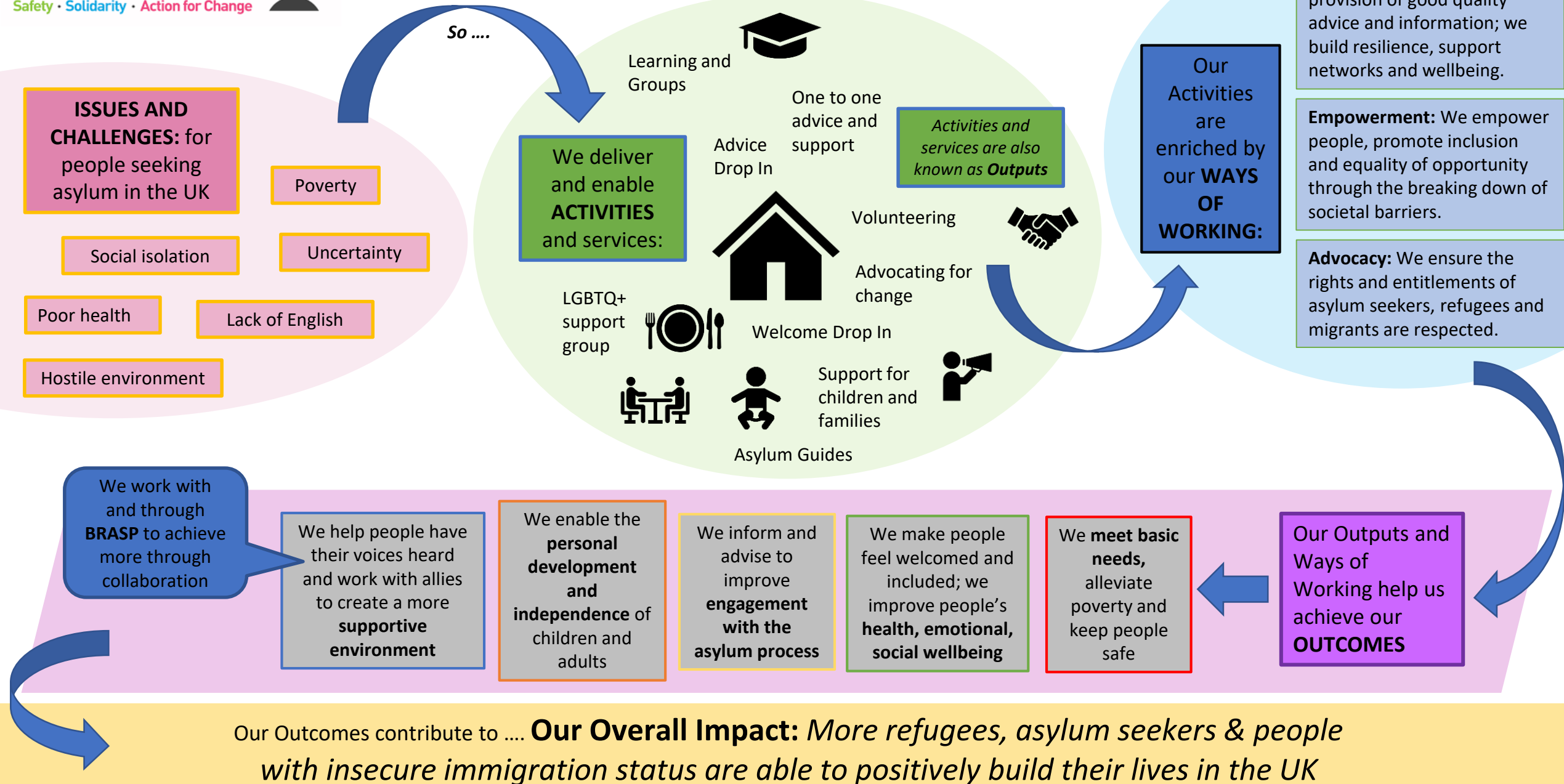
**Bristol Refugee Rights**  
Safety • Solidarity • Action for Change



# Our Theory of Change



# Our Theory of Change.....



## Short-term outcomes

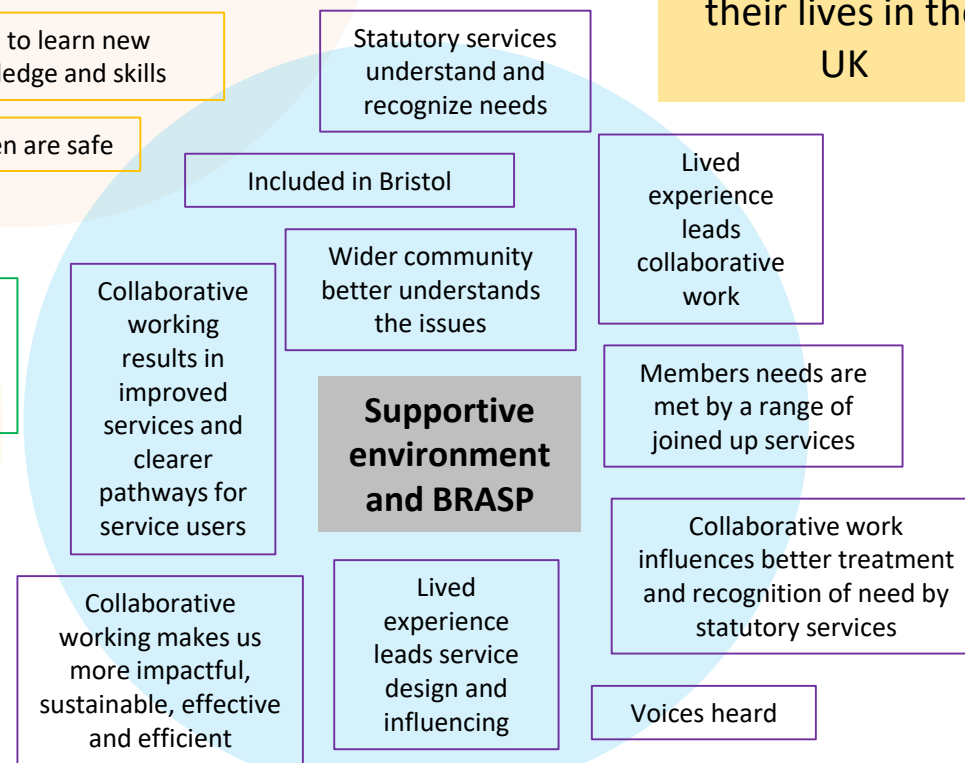
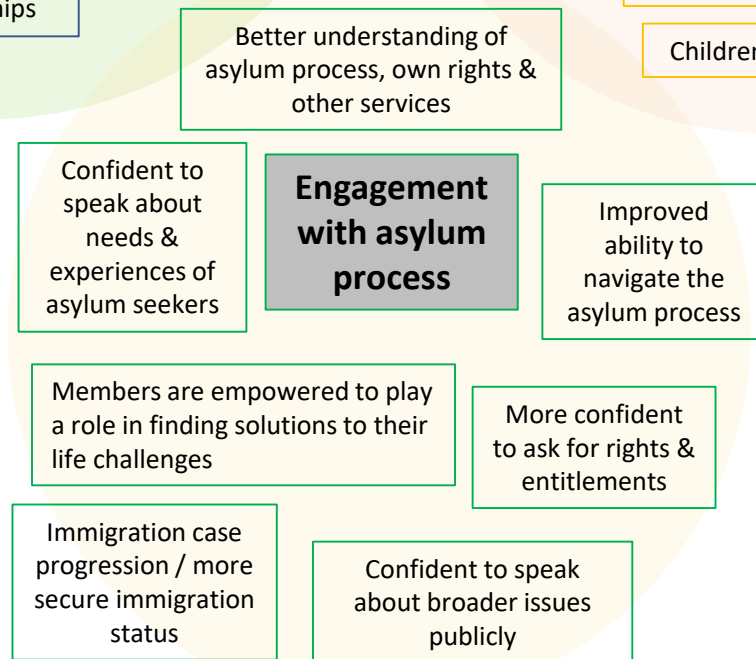
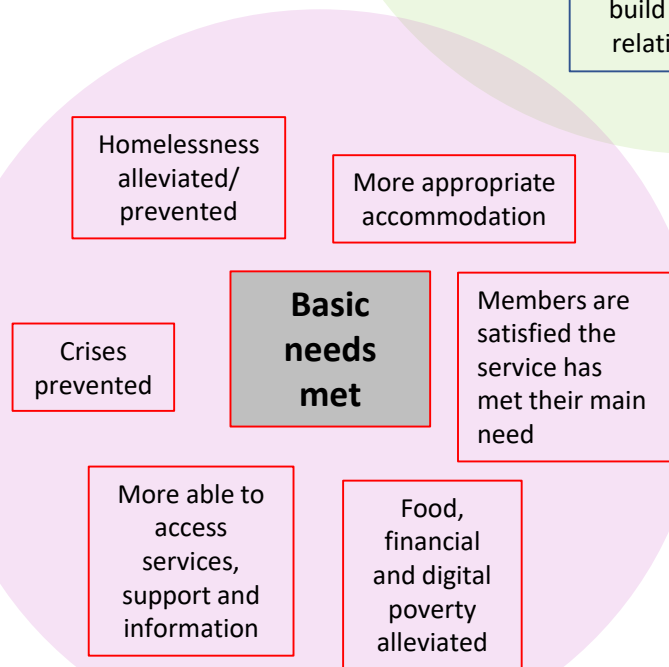
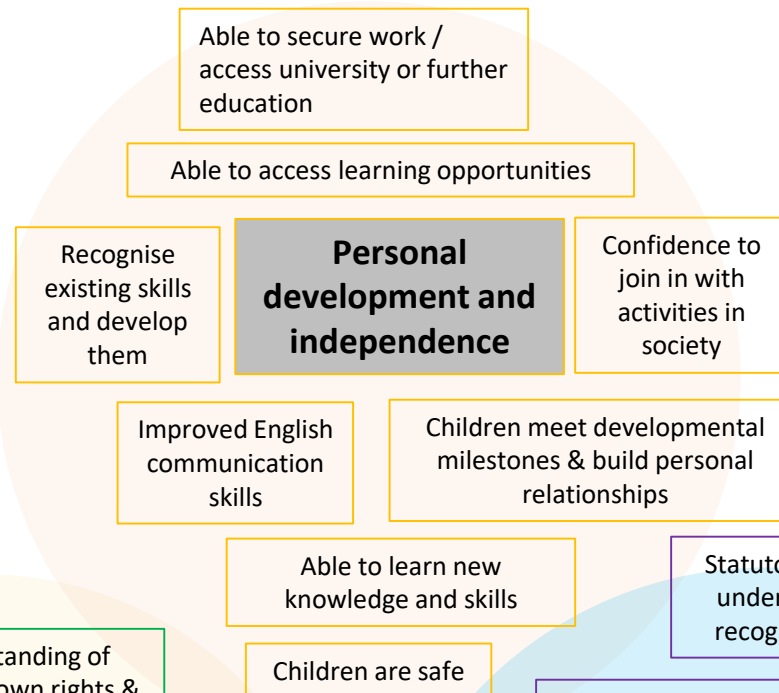
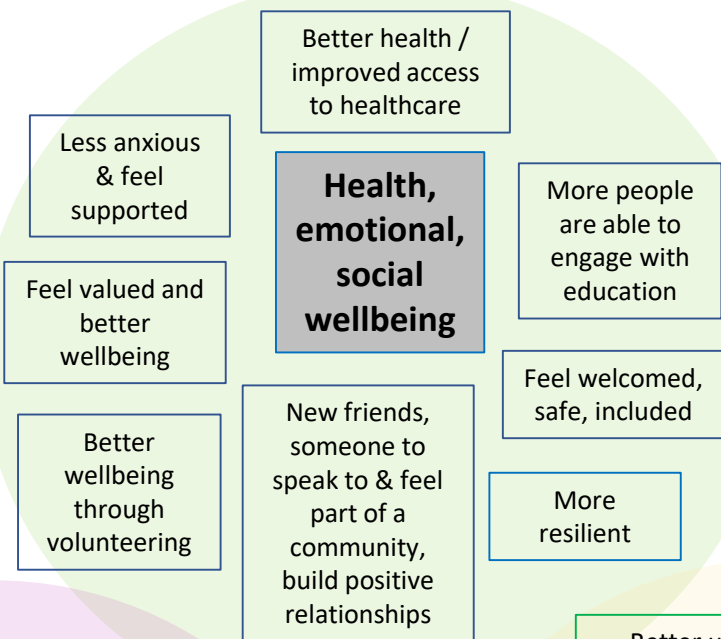
## Medium-term outcomes

## Long-term outcomes



### We monitor Equalities as well as Outcomes, to ensure:

- The organisation is accessible to all potential service users
- People feel included and treated with equity, dignity and respect



**Our Overall Impact:** More refugees, asylum seekers & people with insecure immigration status are able to positively build their lives in the UK





# Our Theory of Change – narrative explanation



# Purpose of the Theory of Change and narrative

- The Theory of Change outlines what services and activities (outputs) Bristol Refugee Rights (BRR) provides, what changes and benefits (outcomes) we expect to see as a result of these services, in the short and long term and the final intended impact.
- The Theory of Change can be used to communicate what BRR aims to achieve to funders, partners, service users (known as members) and new staff and volunteers. It is a record of a shared, high-level ambition for the change the organisation wants to create.
- The Theory of Change provides a structure for planning and co-ordinating BRR services and their ongoing monitoring and evaluation. Staff and volunteers can test the accuracy of the theory by planning to measure whether or not the services in the theory are being delivered and whether expected changes are being achieved. Consideration will also be given to **how** these are being achieved, including any enabling factors or barriers.
- The plan for measurement has been set out in an accompanying framework that includes indicators, which are specific pieces of information that will show whether or not an activity or change has happened. Having a plan for measurement that is linked to the Theory of Change ensures that staff and volunteers are only collecting information that will be useful and relevant.

# Who the organisation achieves change for

- BRR exists to support asylum seekers, refugees and people with insecure immigration status. Members usually join BRR shortly after arriving in Bristol, often at a time of great challenge, whether as an asylum seeker or a new refugee starting out in a new city. Some people visit regularly whilst others only when they need something. Many face years of difficulty and complex problems as Home Office decisions affect access to support and accommodation and their mental health and resilience.
- Some members go on to volunteer for the organisation and help to achieve outcomes for others, as well as to continue to benefit themselves. BRR also has a significant number of volunteers who are not asylum seekers, refugees or people with insecure immigration status. These volunteers also benefit from their involvement with the organisation and their changes are represented in the theory (e.g. volunteers feel more valued).
- BRR is a service delivery organisation but also works to achieve systemic change. For this reason some outcomes are just for members whilst others are more broadly applicable. In order to achieve systemic change for asylum seekers, refugees and people with insecure immigration status, the organisation works with partners, agencies or the wider community. We expect to see and facilitate change within these audiences, as part of our aim of achieving longer-term change (e.g. where the wider community is more welcoming or the Home Office better recognises protection needs).

# Issues for Members

- Asylum seekers, refugees and increasingly other migrants face poor treatment in the UK; the hostile environment represents a package of measures designed to make life hard. Many asylum seekers and refugees experience lengthy periods of destitution when they receive no government support or accommodation, either because their claim becomes “refused” or after they are granted status whilst they await payment of mainstream benefits. Even for those who are entitled to government support, this involves living on less than £5.84 per person per day which means many asylum seekers are living on or below the poverty line.
- The needs, rights and entitlements of asylum seekers, refugees and migrants are increasingly difficult to secure as government seeks to erode them. Asylum seekers face many months or in some cases years of uncertainty whilst they await Home Office decisions on their case. Entitlements to free healthcare exacerbate the poor physical and mental health associated with the trauma of fleeing persecution and the physical toll of a long journey to the UK.
- Asylum seekers and refugees often arrive in the UK with little or no English, they are placed in no choice accommodation anywhere in the country; increasingly this may mean living in a hotel for many months or years. This leaves them socially isolated as having left behind their family and support networks they are surrounded by people who they cannot communicate with.

# Intended impact

- The ultimate change that BRR exists to achieve is that:
  - More refugees, asylum seekers and people with insecure immigration status are able to lead fulfilling lives in the UK.
- It is understood that other organisations and services will also contribute to this change and working in partnership with other agencies to achieve change is an important part of the way we deliver our work.



# Activities provided and intended outcomes

- For the purpose of representing what the organisation delivers and achieves in a way that is easy to understand, the outcomes are grouped into 5 main groups:
  - Basic Needs Met;
  - Health, Emotional and Social Wellbeing;
  - Engagement with the Asylum Process;
  - Personal Development and Independence;
  - Supportive Environment.
- In addition there is a separate “BRASP team” group of outcomes, some of which overlap with outcomes in our other outcome groups, particularly supportive environment but have been kept separate to demonstrate the difference BRR is making and the difference BRASP is making.
- The organisation also uses three key ways of working: Early Action; Empowerment and Advocacy (an explanation of these Ways of Working can be found in BRR’s Strategic Plan 2022-27) which it considers to be enabling factors in achieving the outcomes.
- In addition, in developing this Theory of Change, a number of assumptions have been made, as set out on the following slide:

# Assumptions

- **The external context:**
  - Continued hostile environment for asylum seekers and refugees
  - That despite the national led hostile environment, there is an opportunity to determine how someone experiences the system locally
  - Continuous Home Office decision making and asylum dispersal locally
  - Partnerships with VCSE and statutory services engage with us
  - Decision makers are willing to listen and challenge injustice
- **People seeking asylum:**
  - Extensive mental health problems / poor wellbeing and that meeting emotional, social and wellbeing needs is essential to creating better long term outcomes
  - People can learn new skills / have skills to use
  - Better understanding of the asylum process contributes to better chances of success
  - Regular and ongoing attendance and engagement with our services
  - That people are able to become more confident and resilient
  - That asylum seekers want to learn and volunteer (and are able to)
  - A preference for empowering and enabling services and that empowering services are more impactful
  - Will have access to / be able to obtain relatively stable and safe accommodation
  - Are interested in taking participatory and leadership roles in our organization and have the emotional wellbeing to participate
- **Delivery Assumptions:**
  - Funding, staff, premises, volunteers, trustees
  - Transport / people can get to us
  - Continued availability of referral pathways - health, education etc
  - Continued availability of destitution support services elsewhere in Bristol
  - Availability of solicitors / access to legal advice
  - Lived experience participation and leadership results in better more empowering services

# Early Action

- This way of working focuses on preventing and de-escalating crises through the provision of good quality, early advice, support and information using methods which build well-being. Working in partnership with other organisations to deliver these services is a key part of the approach. Building early support systems helps to move away from a crisis-driven model of support.
  - In the earliest stages of an asylum seeker, refugee or person with insecure immigration status making contact with BRR, they can access services such as:
    - New member interview which introduces them to the services on offer at BRR and other organisations they can go to in Bristol
    - An emergency destitution payment / destitution referral
    - Food/food referral
    - Phone credit/data
  - The intention of these services is that:
    - People will have more of their basic needs met
    - People will experience less food, financial and digital poverty
    - People are more able to access services, support and information
  - Free advice is available to asylum seekers, refugees and people with insecure immigration status through the following services:
    - Information, advice and guidance on navigating the asylum process
    - Young person's immigration project
    - Complex casework support for people with multiple complex needs
    - Support to access solicitors
    - Asylum support and accommodation advice
  - Interpreting support is offered, where needed. It is intended that:
    - Homelessness will be alleviated/prevented
- Members will have more appropriate accommodation
  - Crises will be prevented
  - Members will be able to more able to access services
  - It is hoped that then:
    - Members will be more confident to ask for their rights and entitlements.
    - Members will have improved ability to navigate the asylum process.
  - Further activities and services are available to support people's wellbeing in the form of:
    - Wellbeing support
    - Support to access health services
    - Fitness/exercise classes
    - Social meet ups
  - With more basic needs met, it is anticipated that:
    - Fewer people will be in crisis
    - Members will have better wellbeing
    - Members will feel welcomed, less anxious and be more resilient
  - This crisis prevention means that:
    - More people are able to engage with the asylum process or with education or volunteering
    - Once more engagement has happened, people are more likely to be able to proactively work towards having a more secure immigration status
  - All of which contributes to:
    - Members having more autonomy and re-building their lives

# Empowerment

- This way of working supports people through information and confidence to build their lives. We offer opportunities to develop and share talents and provide support for people to learn and develop personal and professional transferable skills through a range of opportunities, both within and outside the organisation. We promote inclusion and equality of opportunity through the breaking down of societal barriers.
- When people first come to BRR, we offer a space (the Welcome Centre) where:
  - People feel welcomed, safe and like they belong
  - Members find someone to speak to and make a friend.
- We also offer an Early Years Project (Ofsted registered crèche) for children, which means that:
  - People with children are more able to access services, support and information
  - Members can spend time as they need or wish to.
  - The Early Years Project also helps children to:
    - Hear spoken English and make friends
    - Build a relationship with a new adult
    - Meet developmental milestones and get ready for nursery or school.
- Social gatherings help:
  - Members and volunteers make friends and feel part of a community
- We have opportunities within the organisation for members to contribute their time, skills and experience on a voluntary basis and we hope that:
  - Members feel settled enough to volunteer
  - Volunteers feel more valued
  - Members use existing and learn new skills through volunteering
- We offer education opportunities to members such as:
  - English language classes
  - Support to use tech
  - Understanding the asylum process
- So that:
  - Members and volunteers have better English communication skills
  - Members and volunteers learn new skills
  - Members and volunteers better recognise their existing skills and develop them
  - Members are empowered to play a role in finding solutions to their life challenges
- We also broker support from other providers through methods such as:
  - Signposting and referrals to other courses and providers
- The intention of this is that:
  - Members are more able to access other learning
  - Members and volunteers are more able to access University or other education
  - Members and volunteers are more able to secure work
- We hope that through improving English communication skills and accessing other learning:
  - Members will know more about British culture
  - Members and volunteers will have more confidence to join in with activities in society (e.g. at their child's school, accessing the library or speaking with medical professionals)
  - Members will be more resilient.
- Our intention is that all of these earlier changes will contribute to:
  - Asylum seekers, refugees & people with insecure immigration status being more included in Bristol.



# Advocacy

- We challenge injustice for individuals, and for all asylum seekers, refugees and migrants. We lead and support campaigns for better treatment and for a fairer society; we will never accept the status quo.
- We run member participation activities so that:
  - Members are more confident to speak about their experiences
  - Members are more confident to speak about broader issues (for asylum seekers, refugees and people with insecure immigration status)
  - Members feel more included
  - Members lead service design and influencing work
- We attend or take part in:
  - Public meetings
  - Speak at events (and support members to)
  - City-wide forums
  - City of Sanctuary
  - Refugee Festival.
- And we deliver training and encourage visitors at our Welcome centre, so that:
  - More members' voices will be heard
  - The wider community better understands issues and is more welcoming of asylum seekers, refugees and people with insecure immigration status.
- We work in partnership with other services to:
  - Provide the impactful, effective sustainable services
  - Ensure clear pathways for service user
  - Influence better treatment and recognition of need by statutory services
- We intend that this will then lead to:
  - Asylum seekers, refugees and migrants being treated with dignity and respect
- Our campaigning work is also focused on policymakers and decision-makers, so that:
  - The Home Office or Local Authority better recognise the protection needs of asylum seekers, refugees or people with insecure immigration status.

# Evaluation questions

- Evaluation questions, also known as research questions, are high-level questions that sum up what is to be explored in the evaluation of our Theory of Change both quantitatively and qualitatively. We are particularly interested in exploring the following:
- To what extent are the activities being delivered?
- To what extent are the intended outcomes being achieved? Are the causal links working as predicted?
- For whom are the outcomes being achieved? Does this look different for different groups?
- Are the assumptions in place, or did their absence have an effect on the outcome?
- What was the influence of external factors on the achievement of the outcome?
- What are the critical success factors? Is there something about our approach that was critical in achieving the outcome? (e.g. timing of intervention, relationship, partnership)
- What progress are we making towards our intended impact
- The plan for measuring against these evaluation questions is held in a Monitoring, Evaluation and Learning Framework that details the outcomes or outputs (activities) that will be measured, their relevant indicators and suggested method of measurement.