



2024/25 Impact Report



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Message from CEO

The past year has been really challenging. The refugee sector, and the communities we serve, have faced moments of real fear and strain. We saw families come under growing pressure as the cost of living continues to rise. We also worked through the implementation of the Nationality and Borders Act, and the impact that a higher burden of proof has had on people seeking sanctuary without access to legal support.

We partnered with organisations such as Housing Justice and Tai Pawb to highlight the damaging effects of No Recourse to Public Funds on sanctuary seekers. And with Platfform, we launched Heart of Help – research into trauma-informed practice. Helping stakeholders understand lived experience more deeply and shape support for the future.

When crisis hit, we built bridges. In the aftermath of the summer riots, we worked alongside South Wales Police, civil society partners, and national government to bring people together in dialogue and healing. Thanks to the generosity of funders including Moondance, WCVA and Oak, we were able to provide emergency support quickly and compassionately.

We made sure the voices of those we serve were heard where it matters most. We engaged with the Home Office on the Border Security and Immigration Bill, contributed to the Anti-Racist Wales Action Plan, and welcomed Welsh and UK ministers to meet our communities and hear their experiences first-hand.

None of this would have been possible without the people behind it – our staff, trustees, partners, volunteers, funders and supporters.

Looking back, I see a year of contrasts – grit and grace, division and unity, grief and celebration. But through it all, one truth stands firm: when we invest in sanctuary, we invest in a stronger, safer, and more compassionate Wales.

As we look ahead, our commitment remains unwavering. The Nation of Sanctuary is a promise – that Wales can continue to be a place where fairness, opportunity, and welcome are not just words, but ways of life.

Diolch am eich cefnogaeth barhaus,
Thank you for your continued support.

Andrea Cleaver
CEO

About Us

Since 1990, the Welsh Refugee Council has stood alongside people seeking sanctuary in Wales, **offering vital support, trusted guidance and a sense of belonging in times of uncertainty.**

We work pan Wales with a focus across our community hubs in Cardiff, Newport, Swansea and Wrexham. **We support people as they began to rebuild their lives, from securing safe housing and healthcare, to accessing education, mental health support and legal advice.**

We help individuals and families regain control of their futures and take confident steps forward.

Vision

Working together to create a Wales where **sanctuary seekers and refugees are welcomed, respected, and empowered.**

Mission

We improve the lives of sanctuary seekers and refugees through **specialist support and influencing policy and practice.**



Our Values

Brave.

We are bold, innovative, and we take action.

Diverse.

We recognise the strengths we each bring, and each other's uniqueness.

Croeso/Welcome.

We create environments that engage and welcome.

Influential.

We empower people to tell their stories and use our data to lift narratives.

Collaborative.

We recognise the importance of working in partnerships and building each other's capacity.

Our Journey: 35 Years of Change, Courage and Community

Since the beginning, Welsh Refugee Council has existed to do one thing: **make Wales a place where people seeking sanctuary can rebuild their lives.** Over 35 years, we've grown, adapted, and learned, responding to policy shifts, social change, and moments of crisis with resilience, creativity, and purpose.

This timeline tells the story of how change happens: not in straight lines, but through **listening, learning, and acting together.**

WRC Timeline

1990

Where It Began

Founded the day Nelson Mandela was freed, WRC began as a partnership of refugees, community groups and public bodies, built on the belief that lived experience must shape solutions

1996

Responding to Crisis

When new legislation caused widespread destitution, we launched emergency provision to meet basic needs and keep people safe.

2004

Learning What Works

Research showed housing was key to long-term stability, leading to the Move-On Project to support refugees into independent living.

2016

Welcoming New Communities

Through Syrian resettlement, we developed place-based, partnership-led models of long-term community integration.

1992

From Values to Action

A Home Office grant enabled Wales' first asylum support services in Cardiff, marking the move from informal solidarity to structured support.

2000

Scaling Support

As dispersal expanded across Wales, we opened offices nationwide and created the first Hardship Fund to provide rapid, dignified support.

2014

Adapting to Change

Following commissioning changes, we refocused on advocacy and homelessness prevention, recognising that shaping systems matters as much as delivering services.

2017

Rights at the Centre

The Asylum Rights Programme empowered people to understand and use their rights, shifting from doing for people to enabling people.

2019

Celebrating Contribution

The first Sanctuary Awards celebrated refugee contributions, alongside a leadership transition for the organisation.

2021

Investing in Community Power

We funded ethnic-led groups across Wales and amplified refugee voices nationally as The Times Christmas Charity.

2023

Holding the Line

We opposed the Rwanda plan and were named WCVA Charity of the Year for sustained impact and leadership.

2025

Standing Strong

After targeted misinformation and harassment, we responded by building community resilience, countering false narratives and reaffirming our role as a trusted voice for sanctuary.

2018

Culture, Voice and Belonging

Refugee-led arts, civic participation and hardship support strengthened confidence, connection and community leadership.

2020

Pivoting Under Pressure

During Covid, we launched a helpline, moved services online and expanded education and employment support to stay connected.

2022

Speaking Out

Alongside our Ukraine response, we publicly challenged hostile asylum policy through award-winning advocacy.

2024

Turning Evidence into Change

We launched eVisa support and secured a longer refugee move-on period — proof that evidence and persistence change policy.



Wales Sanctuary Service

Welsh Government, Oak Foundation

Our Wales Sanctuary Service (WSS) supported 1,925 people, delivering 11,438 sessions of practical hands-on help. That's a 14% rise on last year, clear evidence of both our growing reach and the continuing demand for our vital support.



We expanded our casework to pan Wales, although resources remain limited! For many, WSS is the very first point of contact on arrival. They face barriers because the systems they must navigate – immigration, housing, healthcare are complex.

Our team provides clear, rights-based information on everything from Home Office processes to community support groups. This approach is simple but powerful: explain options, build confidence, and support people to take the next step independently.

And it works. When people can navigate systems early, they avoid crisis later. That reduces demand on emergency services and helps families settle more quickly into communities.

Imagine what would happen, if the Nation of Sanctuary Plan- under which this service was funded was scrapped? Gaps in service delivery would widen, anxiety and stress would increase, and mental health would decline- as vital touch points are removed.



Salima told us:

"All the staff were amazing. I felt welcome and guided on the right path with real support."

1,925

Supported people from 95 countries

11,438

Delivered support sessions

96%

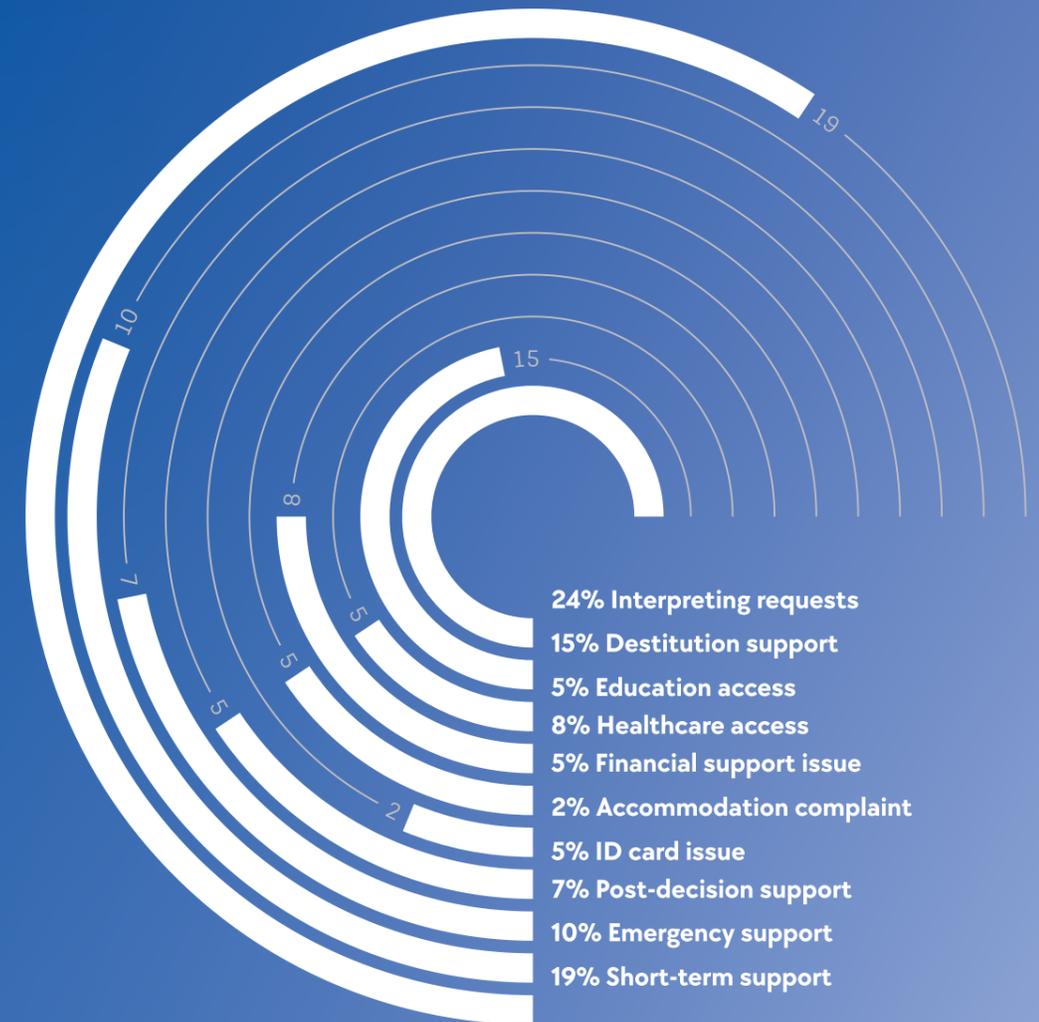
Stated that they were extremely satisfied with the support they had received

95%

Stated there had been a huge improvement in their situation as a result



Support Issues



Play Project

Masonic Charitable Trust & Wales and West Housing Association

Play isn't just a childhood luxury, it's how children heal from trauma, develop skills and build confidence. For families rebuilding their lives in Wales, it also offers structure, routine and a small sense of normality. Our Play Project sessions included music, arts, outdoor play, sensory activities and story time and gives children a safe place to play and parents a moment to breathe.

But play is only part of the story. Our team also delivered 454 tailored acts of practical support. These included:

- Help with school admissions and Pupil Essentials Grants
- ESOL and WSOL access for parents
- Referrals to caseworkers, healthcare, or domestic violence support
- Emergency provision of pushchairs, nappies, toiletries, coats and wellies
- Outreach visits to isolated families
- Toys and books in multiple languages

These simple interventions prevent small problems from spiralling into crises. When children are supported early, they settle faster into schools, make friends, and feel at home. The benefits ripple out into classrooms, local services and entire communities.

Trust is at the heart of this work. After the riots in parts of the UK in August 2024, many families felt fearful.

That week, 41 children still turned up for a rugby session we ran with the Welsh Rugby Union. Trust like that isn't given - it's earned.

This is what the Nation of Sanctuary looks like in practice. When children feel secure, and parents feel supported, families have to opportunities to contribute to the places they now call home. And when that happens, everyone benefits, from the classroom to the wider economy.



358

Children and 225 parents supported



144

Play sessions delivered



454

Additional referrals and support interventions



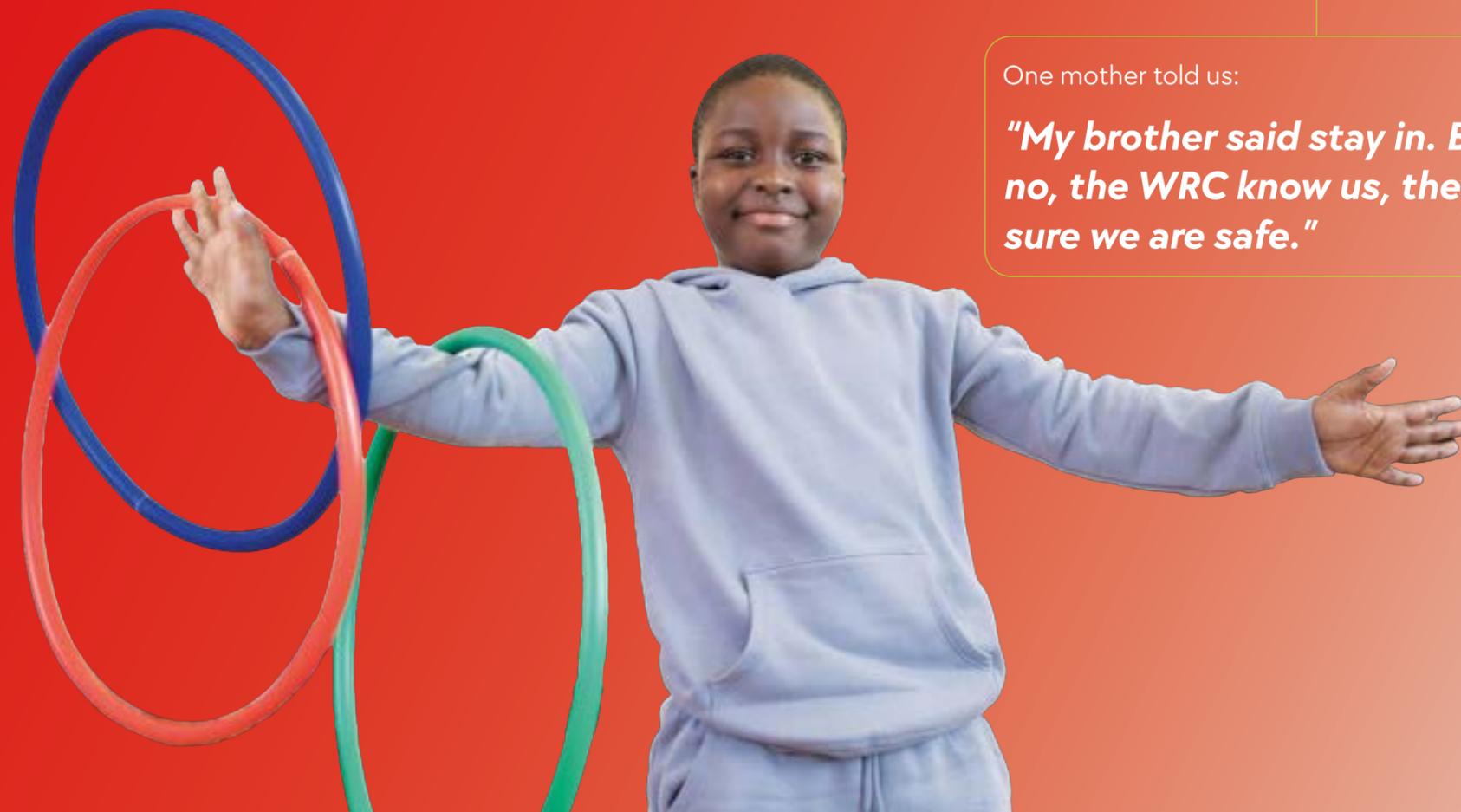
24

Supported families from 24 countries



31

Welsh partners from Amgueddfa Cymru & Cardiff Castle, to Techniquest and the BBC National Orchestra of Wales



One mother told us:

"My brother said stay in. But I said no, the WRC know us, they'll make sure we are safe."

Language Learning

USW

Language is the key that unlocks independence, work, and friendship. Without it, everyday life becomes a struggle. With it, people can chat with neighbours, make friends at the school gate, or talk rugby at the bus stop – small moments that turn strangers into neighbours.



Many people don't realise that the Nation of Sanctuary Plan champions English and Cymraeg classes, enabling people to connect with their new communities.

Our ESOL project grew in both scale and impact this year. We ran more sessions, reached more learners, and saw confidence grow faster than ever. Over 1,100 people took part in 250 classes across Wales.

We also saw a growing interest in learning Welsh. For many, being able to say a confident "Shwmae" in the supermarket was just as important as learning English. It showed pride in place and helped build friendships that make Wales feel like home.

Dr Mike Chick, Professor of ESOL at the University of South Wales, said it best:

"Language classes organised in a friendly, supportive environment are the ideal way to welcome those seeking safety – and WRC's classes do just that."



1,110+

1,100+ clients referred to ESOL and WSOL classes across Wales



250

Sessions delivered directly by WRC, reaching people from 38 countries



8

Partner organisations engaged to strengthen delivery and referral pathways



Empowerment

Introduced new Women's only ESOL group.



Ali told us:

"I feel very happy when I come to WRC. Here, I meet friends and people from my country, which makes me feel less alone. The teachers help me learn English, and now I can even say 'Croeso' to my neighbour. That makes me feel part of Wales."



Volunteering

The WCVA, The National Lottery Community Fund, Cardiff Shared Prosperity Fund

Volunteering is what turns a place to live into a “cartref” - a home.

When someone gives their time, they’re not just helping others, they’re shaping the kind of community they want to be part of. This year, our volunteers ran play sessions, supported ESOL classes, answered helpline calls, and brought warmth, laughter, and humanity to everything they touched.

Take Monera. She arrived in 2024, speaking several languages but unsure of herself. She started volunteering in a few departments, slowly building confidence.

Today, she’s a paid caseworker in our Newport office — guiding others through the same journey she once made. Stories like hers remind us that volunteering doesn’t just help others, it transforms lives.

With support from WCVA, the National Lottery, and the Cardiff Shared Prosperity Fund, we’re building more than a volunteer programme — we’re building a movement. Every hour given, every connection made, strengthens Wales as a Nation of Sanctuary.

Kai told us:

“I am deeply grateful for the support and opportunities provided by the Welsh Refugee Council. They played a vital role in my journey — not only as a volunteer but also as someone navigating a new chapter in life.”



66 Active volunteers contributed across South Wales, ESOL, Play, and Change Maker programmes, a clear growth in reach from last year.



Volunteers supported services in multiple community languages, strengthening accessibility and cultural connection for clients.



11 Volunteers progressed into employment, including 5 who became WRC staff, showing the programme’s direct role in building career pathways.

Boost Project

Volunteering Placements in the Wider Community

The BOOST helps to reduce longer-term dependency by supporting people to take ownership of their journey and actively participate in Welsh life. This kind of early intervention strengthens communities, supports the local economy, making it good for the individual and for Wales as a whole.

19 new volunteers were placed in schools, hospitals, charities, and local projects, giving back to their communities while gaining skills and confidence. Many progressed onto formal qualifications, including a Teaching Assistant course delivered by Adult Learning Wales.

One participant, originally a radiographer in Sudan, now volunteers weekly in a Newport school. With support from BOOST, she’s gaining UK experience, building friendships, and working towards employment, with clear benefits for her wellbeing and her future independence.

Participants consistently said that the project made them feel valued, less isolated and hopeful. For many, it marked their first step towards making new friends in Wales.



32 People received direct, ongoing support and training.



19 New volunteers supported into community placements.



19 external partners engaged, including NHS, DWP, CAB, Barnardo’s, Tai Pawb & Women’s Aid.

Move On Project

Welsh Government

When someone is granted refugee status, it should be the start of stability – a chance to breathe. But for many, it begins with pressure. People have just 56 days to leave asylum accommodation, find a home, a job, and rebuild their lives from scratch.



That's where our Move On Project steps in. It supports people through that critical window between hope and hardship, helping them take the next step with confidence. Our practical sessions cover Housing, healthcare, work and education and reduces pressure on local services, prevents homelessness, and helps new residents settle faster into life in Wales.

A key milestone this year was the UK-wide trial extension of the move-on period from 28 to 56 days, something we've long called for. That extra time gives families breathing space to plan, and local authorities more time to respond. Our team's evidence and advocacy helped make it happen.

We also strengthened routes into employment. Working with Adult Learning Wales, Lidl, REACH+ and IKEA, we supported people into training and jobs. Eleven clients found employment this year with five of them joining our own team! When people are given the right tools, they don't just move on – they move up.

The Move On Project shows what the Nation of Sanctuary looks like in practice: structured, fair, and focused on long-term success. It's not about dependency, it's about opportunity. Giving people the tools and dignity to contribute fully to the places they now call home.

A local authority officer put it best:

"I have learnt a lot from the WRC and encourage other staff to shadow them."



104

Helped clients from 104 countries



Newly granted refugees supported





Ukraine Project

Welsh Government

Now in its third year, the Ukraine Project continues to adapt to an ever-changing landscape. This year, we supported 150 people directly and reached another 150 through group sessions, forums, and community events.

Working with 35 partners, 22 Welsh local authorities, legal charities, and community-led groups – we’ve built strong networks for both immediate support and long-term integration.

This year marked a turning point. The emergency response is over; people are now focused on rebuilding their lives. Yet gaps remain. The closure of key sponsorship routes left some families separated, with no clear way to reunite.

One mother, recovering from a high-risk birth, was stranded overseas with no visa for her newborn. We worked with Settled and Housing Justice Cymru to escalate and resolve her case – helping inform changes

to Home Office guidance. By January 2025, Ukrainians regained the right to sponsor their children, reuniting families across Wales and beyond.

When the Ukrainian Permission Extension (UPE) scheme launched, confusion spread fast. We responded quickly, co-hosting national information sessions with DPIA and Settled, reaching over 100 people directly and thousands more online. We also tackled misinformation and warned against unregulated legal advice.

But we know that integration isn’t only about systems, it’s about connection and belonging. This year, we helped launch Ukrainian Hub Cymru Wales, opened the first Ukrainian library in Cardiff, and co-hosted national cultural events.

The Nation of Sanctuary Plan gave Wales a framework, and turned welcome into infrastructure, and crisis into community.



400

400 support sessions delivered to Ukrainians across Wales



300

300 people supported directly & indirectly through casework, forums and events



35+

Collaborated with 35+ partners, including every Welsh local authority & major Ukrainian groups

eVisa Project

UK Home Office

This year, we supported 3,708 people from 101 countries as they moved from physical Biometric Resident Permit Cards to the new digital platform. These are people who live, work, study and contribute to life in Wales. Getting their digital status right means stability for them and smoother systems for everyone around them.

One of our biggest wins this year came after months of work with the Home Office. Until recently, anyone who lost their BRP card couldn't access their eVisa, putting jobs and income at risk. After sustained advocacy from our team, the process changed: people can now register using just their BRP number. The video interview step was also removed, making the system faster and fairer.

Digital exclusion remains a challenge. Some clients have no devices or confidence to use them. To bridge that gap, we ran 21 group workshops and partnered with 40 organisations, from local authorities to advice centres, to help people access and manage their digital status independently.

The eVisa Project supports integration in one of the most practical ways possible — helping people navigate essential systems with dignity and confidence.



3,709

Individuals supported through one-on-one appointments, workshops, and casework



101

Clients from 101 countries accessed help through the project



21

Digital support workshops delivered in partnership with 40 external organisations

Caleb told us:
"I was dealing with ongoing issues and data errors on my eVisa, but I'm relieved to say everything has now been corrected."

I'm incredibly grateful to WRC for taking the time to listen, escalate the matter, and ensure it was resolved quickly.

Their support truly made all the difference. It saved me from potentially losing my job."



Rhondda Cynon Taf Resettlement Project RCT County Council

The Rhondda Cynon Taf (RCT) Resettlement Project has been a lifeline for families fleeing conflict. In its final year, the focus shifted from arrival to belonging.

With the last family arriving in early 2023, our focus turned to long-term stability. Most adults are now in work, contributing to the local economy, while every child is thriving at school, learning English and Welsh.

A major milestone this year was securing Indefinite Leave to Remain (ILR) for two families, giving them stability and the freedom to plan ahead. Others are now following, moving from temporary support to full independence.

Our caseworkers have been at the heart of this success — helping families find housing, access healthcare, and understand local life. By sharing information in home languages and hosting cultural workshops, they've helped families connect and feel at home.

Working closely with RCT Council, the project was extended to March 2025, ensuring families could complete their transition without falling into crisis. Since 2016, 24 families have been resettled in RCT. Only a few have moved away; most have built their futures locally, as neighbours, parents, and colleagues.

24

Families supported



Integration

Delivered tailored integration support across RCT



Education

Every child enrolled into school



Housing & Homelessness Project

Oak Foundation

A safe, secure home is the start of everything. For people granted sanctuary in Wales, housing is the first step toward work, stability, and belonging. The Oak Housing Project exists to make that step possible.

This year, we supported hundreds of people facing complex housing challenges. This work is a core part of Wales' Nation of Sanctuary vision – timely and effective action that supports integration. It's about ensuring people can build real, secure lives, not just survive in temporary accommodation. When housing is secured early, people can work, study, and contribute – strengthening their communities and the country around them.

One major win this year was the trial extension of the move-on period from 28 to 56 days, something we'd long campaigned for. It gives newly recognised refugees more time to find housing, and local councils the space to plan – a small policy shift with a big human impact.

We also launched Wales' first research into the housing experiences of Ukrainian refugees, sharing insights that are now influencing planning and policy across the UK. It's another example of Wales leading the way in practical, evidence-based solutions.

Alongside this, our financial wellbeing workshops helped people understand tenancy rights, budget wisely, and build confidence. And through six new Community Changemakers, we're nurturing leadership rooted in lived experience – strengthening communities from within.

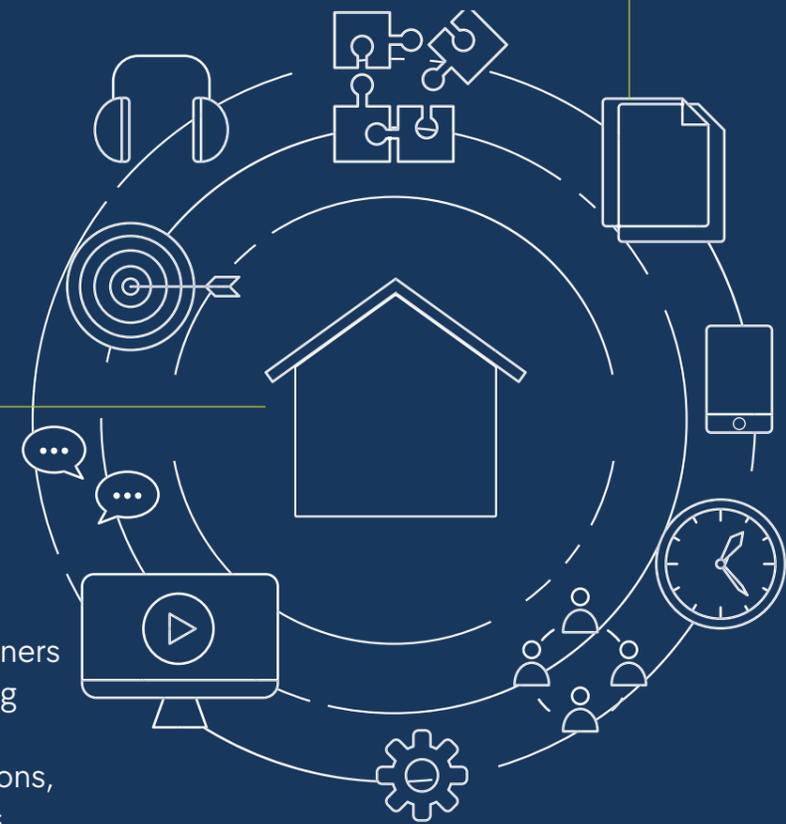
1000+

Over 1,000 support sessions delivered, including housing advice, NRPF support, and move-on guidance.

Wales's first housing research into the Ukrainian community launched, informing policy and local planning.

5

Cross-sector partners engaged, including local authorities, housing associations, and policy forums.



Housing provider engagement more than doubled

Increasing from 6 to 15 organisations and expanding access to safe accommodation.



100% of landlords, housing providers, and community groups

Surveyed reported increased understanding of how to support refugees.



Housing forums grew by 25%

Improving local coordination and shared learning.



Education & Employability

Cardiff Shared Prosperity Fund, IKEA

Finding work and accessing education are two of the most powerful ways to build a new life. The Education and Employability Project help make that possible – giving people the skills, confidence, and direction they need to take the next step and contribute fully to life in Wales.

We've covered everything from CV writing and interview skills to digital basics, professional English, and job searching. Working with 14 partner organisations, we made sure training matched real employer needs. Many participants secured jobs with partners including IKEA, Lidl, and Nando's.



Our team also helped clients apply for courses and navigate qualification conversions. Many arrive with professional skills and ambition; what they need is a bridge – practical help to transfer those skills into the Welsh labour market.

One standout story is May*, who came to Wales in 2020. A passionate language learner, she mastered Welsh within three years and turned that passion into a business. With support from our employability sessions, she founded Blue Diamonds Projects Ltd, creating Welsh word search puzzles and learning tools that make the language fun and accessible. Her books now sell at the Fair Market, proudly alongside other Welsh-made products.

With continued investment, we can unlock even more potential. People tell us this support doesn't just help them find work – it boosts confidence, improves wellbeing, and helps them feel truly part of their new communities.



490

Clients supported through one-to-one and group engagement



116

Workshops delivered to improve skills, confidence and job readiness



184

One-to-one sessions



Partnerships with employers like IKEA, Lidl and Nando's helped secure roles for client





As one amazing partner said:

"Having the Coalition allows us to speak with one unified voice and to share resources. Welsh Government's Nation of Sanctuary policies have been improved and directly shaped by the Coalition's advocacy, something we're really proud of."

Sanctuary Coalition Cymru Community Foundation Wales

Our Sanctuary Coalition Cymru (SCC) is building a network that connects lived experience with policy, action, and shared learning across the country.

This year, our Coalition evolved from a coordination forum into a confident, strategic movement. It held 17 events – from regional networks to national policy forums – bringing together local authorities, charities, universities, community groups, and public services. Partners like Tai Pawb, Save the Children, UNHCR, and Cardiff University continue to engage because the work delivers results – connecting lived experience to policy change.

What makes our Coalition different is that people seeking sanctuary aren't just participants – they're leaders. They co-design events, set agendas, and shape policy. That was clear at our Sanctuary in the Senedd flagship event. More than 130 people attended, including cross-party Senedd Members. Co-led by people with lived experience, it sparked real commitments and showed what's possible when every pound is put to good use.

There are still challenges – access to legal advice, housing, digital barriers, but our Coalition has become the place where those challenges are shared, solutions tested, and ideas scaled. This isn't just helping refugees; it's helping Wales work better.



180+

Over 180 stakeholders engaged from 91 organisations across Wales



17

Collaborative events held, including regional networking meetings and policy forums



4

Cross-party political engagement, including 4 Senedd Ministers attending Sanctuary in the Senedd 2024



Refugee Week Wales

Refugee Week is one of the most anticipated dates in our calendar, and 2024 showed exactly why. Across seven days, communities across Wales came together to celebrate, connect, and create. From musical performances and sports tournaments to discussions and family events, each moment built friendships and showcased the skills, culture, and resilience of people seeking sanctuary.



Sport was another highlight. Working with Cardiff City FC and Glamorgan Cricket, we delivered tournaments that welcomed players of all ages. These games built trust, teamwork, and healthier communities — proving that sport, one of Wales’ strongest traditions, is also one of its most powerful bridges.

The week closed at Cardiff Library, where music, workshops, and lived-experience panels filled the building with energy. Ukrainian, Sudanese, Kurdish, and Nigerian performers shared their cultures side by side — reminding us that while policies set the framework, it’s people, creativity, and connection that make sanctuary real.

Kayali said:

“There were lots of activities for everyone. My kids loved it — and I loved that they felt so safe.”



We opened the week with the Nation of Sanctuary Awards — an evening that celebrated resilience, innovation, and leadership. With 65 nominees across nine categories, judges faced the impossible task of choosing between inspiring stories of achievement in sport, enterprise, language learning, and the arts. Performances by the Ukrainian Duet of Bandurists and Hanan Issa, the National Poet of Wales, brought the theme Our Home / Ein Cartref to life — showing how Wales grows stronger when new experiences become part of our shared story.



21

Events coordinated by Welsh Refugee Council and Sanctuary Coalition Cymru

14

Charities and lived-experience groups joined forces to deliver activities across Wales



65

Nation of Sanctuary Award nominations, recognising the contributions of sanctuary seekers



Influencing and Awareness Raising

In a year shaped by uncertainty and misinformation, the Welsh Refugee Council helped Wales stay grounded in facts, fairness, and shared purpose.

This year, we focused on strengthening public understanding and shaping evidence-based decisions. By sharing real stories from our frontline work, we helped ensure Senedd debates reflected the realities of families rebuilding their lives in Wales. WRC was mentioned more than 20 times, with Members across parties recognising our role in creating balanced, practical policy solutions.

This was also the first full year of our new training offer, helping local authorities, colleges, employers, and third-sector partners build confidence around migration, asylum, and integration. The sessions also generated vital unrestricted income to sustain frontline services.

We also ran webinars and educational visits exploring Wales's migration story — showing that sanctuary isn't new, but part of Wales's shared history. This learning helps build understanding, belonging, and pride across communities.

Finally, when false stories about refugees spread online early in 2025, we responded calmly and transparently, working with Welsh Government, WCVA, and UNHCR to protect staff and public trust. Our response was recognised in the Senedd as an example of Wales leading with dignity and professionalism.



20

20 cross-party mentions in the Senedd



15%+

We saw a 15% increase in media requests - and delivered print, tv, radio and podcast interviews across Wales and UK media outlets



Sparking Understanding in Just 1 Hour

Our 1-hour awareness sessions travelled across Wales, meeting businesses, charities and teams curious to know more.

These short sessions became powerful starting points: a space to ask honest questions, unpick headlines, and replace uncertainty with truth.

We watched perceptions shift in real time - people leaning forward, realising the gap between what they thought they knew and what asylum seekers actually experience. A spark of understanding that often becomes an invitation to learn more.

Supporting Local Authorities

For those walking alongside people seeking sanctuary every day, we built something more immersive: a 3.5-hour training on the asylum journey in Wales, from arrival to decision.

This training went beyond policy. It explored the emotional terrain of starting again in a new country, the systems people must navigate, and the trauma informed practices that help rebuild trust.

Local authority staff told us it helped them understand the complex policies — and their own role in helping someone feel safe.

The Heart of the Training: People

Again and again, participants named the same favourite element:

- The presenters — their experiences, their humanity, and their openness.
- The interactivity.
- The stories.
- The sense of being in a room where learning feels meaningful.

“Continue to research the factual information — be proud of what we do.”

What people told us
A powerful learning experience
 Participants didn't just like the training – they loved it.

"The presenters' knowledge and experiences were invaluable."

"Everything in the training was relevant to my work and I look forward to applying everything I've learned."

"It was one of the most informative training sessions I have attended."

4.91 out of 5



Average satisfaction score
 (With 91% giving it a perfect 5)



Found the content relevant



Finished feeling more confident in their roles



And 100% said they would recommend it to others

How It Changes Their Work
The impact goes far beyond the training room.
 Participants told us they will now:

Support clients with greater confidence

Use this new information in day-to-day decisions

Bring more empathy and awareness into their roles

Challenge misinformation in their teams and communities

Special Projects

Warm Packs & Fuel Poverty Support Project

 **249**

Vulnerable refugees and sanctuary seekers supported across Wales (target exceeded by 39%)

 **193**

Warm packs distributed with the most-requested items: duvets, children's bedding, and electric blankets

This year we were able to secure funding from National Grid once again. Enabling us to help sanctuary seekers and refugees with the essentials they need to stay warm and well. Rising energy costs left many families struggling to heat their homes – and for those in shared or temporary accommodation, simple fixes like radiator foil or draught excluders weren't an option.

We focused on items that make an immediate difference for them: duvets, heated blankets, and children's bedding – practical, portable, and comforting. Alongside these, we offered fuel poverty advice to help families manage energy costs more effectively.

We initially aimed to reach 180 people. In the end, we supported 249 individuals, including 79 children and 45 parents or carers. The impact reached far beyond warmth – children stayed healthy and ready to learn, parents could focus on work or training, and families avoided the stress and cost of crisis.

One family's story captures it best. Amina*, a mother of three, arrived in Cardiff after being granted refugee status. She found a home but couldn't afford to heat it. The cold affected her children's wellbeing and

her own health. Through this project, we provided a warm pack with heated blankets and duvets. The children began sleeping better, focusing in school, and the family's energy bills became manageable. Amina told us the support helped her focus on settling her family "without the constant fear of cold."

This project shows how small interventions can have a huge impact- helping new arrivals not just survive winter but start to thrive in Wales.



Fundraising

Behind every safe home, every job opportunity, and every child starting school in Wales is you. Your belief in our mission means people seeking sanctuary can rebuild their lives with dignity and hope.

This year wasn't easy. Funding became more competitive, with fewer grants and more organisations chasing the same resources. Yet, because of you, we secured vital support from partners like the National Lottery, Oak Foundation, PwC, IKEA, Admiral, and Moondance Foundation. Together, we delivered frontline services that help families fleeing war and persecution find safety, education, and independence.

Your generosity doesn't stop at donations. You joined workshops, shaped our future as members, and even ran marathons to raise funds. Every action—large or small—creates real change.

Here's what your support helped achieved in 2024–25:



54

External partners engaged across government, business, trusts, and foundations



5

5 workshops and info sessions delivered for funders and stakeholders



12+

Major funders believing in our work

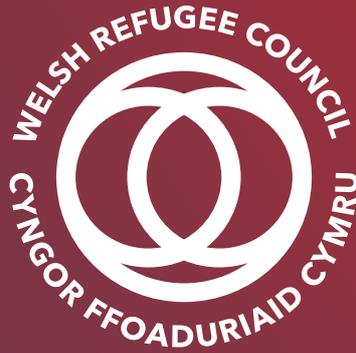


Finances

List of Funders

Oak Foundation	£138,000.00
Peer Mist	£3,113.00
Community Foundation Wales	£49,987.00
National Heritage Lottery Fund	£81,169.00
Migrant Help	£76,711.00
RCT Council	£31,665.00
WCVA TSPC	£3,934.00
Welsh Government	£145,000.00
Welsh Government	£171,355.00
Welsh Government	£404,910.00
The Wallich	£39,912.00
Llamau My Way Home	£56,894.00
Comic Relief	£18,667.00
Garfield Weston	£5,000.00
Cardiff Shared Prosperity Fund	£112,989.00
Masonic Charitable Trust	£6,200.00
Cardiff Cohesion	£1,850.00
NLCF Awards for All	£19,997.00
Home Office	£79,179.00
UNHCR	£1,500.00
Waterloo Foundation	£30,000.00
Platfform	£5,000.00
Coleg Cymraeg Cenedlaethol and y Ganolfan Dysgu Cymraeg Genedlaethol	£700.00
Simon Gibbs + Donation Play Project	£5,500.00
Denbighshire Council	£3,036.85
Altra Law	£8,302.72
AB Charitable Trust	£50,000.00
WCVA	£12,500.00
Newport 100 Club Donations	£1,168.00
AB Charitable Trust	£3,999.00
Moondance Foundation	£157,484.00
Cardiff Educational Endowment Trust	£19,491.00
Frontline Network	£1,450.00
Admiral	£3,644.00
National Grid - Community Matters Fund 2024	£4,999.00
Oak Foundation	£7,655.00
Welsh Government	£33,541.00





As wars and conflict continue across the world,
we thank our supporters, for your compassion,
empathy and for changing lives.

wrc.wales

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