



Shropshire Supports Refugees – Strategic Plan 2023 – 2026

Definitions:

When we refer to the county, we mean Shropshire and Telford.

When we refer to clients/service users, we mean refugees, migrants and marginalised individuals. We are aware of the government's term for refugees, for this document when we refer to refugees we mean all marginalised migrants.

Introduction

This document sets out our plans for Shropshire Supports Refugees for the period 2023-2026.

We are determined to support people who migrate and are marginalised in the county of Shropshire and Telford and we look forward to working with all our partners and supporters to achieve the vision and specific objectives that are outlined here.

Shropshire Supports Refugees (SSR) was founded in 2016 to address the needs of the refugee and migrant community in Shropshire and Telford and to promote awareness of migration issues

SSR offers a wide range of services including family and individual support to refugees and other marginalised migrants, in the areas of: destitution and accommodation, financial independence, health and welfare, immigration, education, employment and youth work and awareness raising for the general public, including opportunities for service users and local community members to meet and socialise.



Our Vision

That Shropshire and Telford welcomes and respects the dignity of all those who are seeking sanctuary and ensures that people who migrate to the areas and are marginalised are enabled to settle successfully and to lead safe and fulfilling lives.

Our Values

- **Dignity and respect for all**, including service users, staff, volunteers, local community members, and partners with whom we work and recognition that service users are experts in their own lives and in what they need to flourish in the UK and to become contributing, settled community members.
- **Enabling Listening**- to our service users to understand their needs and supporting local community members to hear and understand those who seek sanctuary
- **Integrity, professionalism and confidentiality** – to provide the best service we can to welcome, understand and meet the needs of sanctuary seekers with integrity to provide an inclusive and caring environment where families and individuals resettling in Shropshire and Telford are welcomed and valued
- **Openness, transparency and collaboration** – with service users, staff and partners

Our Mission

- To support and nurture the independence of all those we support
- To nurture understanding, tolerance, acceptance, inclusion and appreciation of sanctuary seekers and all they contribute within the local community
- To work collaboratively with other services and organisations both locally and regionally to support those who are seeking sanctuary in Shropshire and Telford
- To maintain Shropshire Supports Refugees as a professional resettlement and migration service supporting marginalised migrants throughout the county



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Our Objectives

Objective 1

To provide support, advice and guidance to refugees and other marginalised migrants to promote their independence and integration and to enable successful participation in the communities in which they now live.

We will:

- at first contact effectively triage need, to ensure the right services are accessed at the right time
- provide drop in sessions and pre-booked appointments, face to face, and online support with appropriately trained support workers, and interpreters as required
- produce a care plan for the refugees and migrants presenting with complex need, aiming to a reduce support over time as appropriate.
- maintaining the efficient delivery of our core service
- coordinating and delivering a comprehensive ESOL provision for service users
- working with a wide range of agencies to support service users
- providing a local base to offer support for specific needs
- developing and maintaining a network of skilled volunteers to support the delivery

Key Outcomes

- Refugees and migrants will:
 - be more independent
 - be able to make a positive contribution to society
 - develop new relationships outside of the refugee community
 - access appropriate services independently
 - be living independently in their local communities
 - contributing to that local community

Objective 2

To raise public awareness of migrant issues across Shropshire Telford & Wrekin

We will do this by:

- advertising and participating in a series of local and regional events and talks throughout the year particularly including Refugee Week
- seeking opportunities to attend and undertake talks and presentations to a wide range of groups and organisations



- growing and maintaining our social media presence
- promoting and supporting the City of Sanctuary movement, particularly the Schools of Sanctuary programme

Key Outcomes:

- local communities are more aware of issues around migration
- an increase in the number of schools achieving School of Sanctuary status across Shropshire and Telford
- good social media presence, resulting in more followers and supporters

Objective 3

To work in partnership with those that support people who migrate and are marginalised within Shropshire and Telford and to become experts in this field

We will do this by:

- providing and promoting services available to refugees and migrants
- identifying the services that provide support for refugees and asylum seekers
- networking with other organisations and services across Shropshire, the wider West Midlands region and nationally
- working with others to share knowledge, expertise and resources.
- collecting and analysing detailed data around our services and identifying trends in need and sharing these as appropriate

Key Outcomes:

- Appropriate services are identified
- SSR is engaging with appropriate services to support with integration and independence
- Services for refugees and migrants within the region are fully mapped
- SSR is increasingly regarded as expert in its field
- Opportunities for collaboration are maintained and increased

Objective 4

To develop and maintain a financially sustainable, independent and accountable organisation.

We will do this by:



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- recruiting and maintaining a Board of Trustees who bring a broad range of skills, including lived experience
- developing a fundraising policy which will ensure we explore all fundraising opportunities including for joint funding bids and joint delivery of services
- the CEO and Fundraising Officer seeking and developing relationships with funding sources to provide information and accounts to regulatory bodies or their representatives when asked to do so in a timely manner
- ensuring that all those within the charity with financial responsibility adhere to our financial control policy
- ensuring that, whenever possible, our operations are supported by appropriate funding streams and/or grants
- ensuring decisions to support short term unfunded work can only be made by CEO and, when appropriate, in consultation with Trustees
- ensuring that there is an agreed project plan involving the Service Manager and or Operations Manager, for each project
- Ensuring that SSR staff are increasingly representative of its clients' communities
- Ensuring that SSR has a functioning client panel which informs SSR's work and reports to the Trustee Board

Key Outcomes:

- SSR has a diverse board of trustees which includes trustees who are representative of our clients, to oversee the governance of SSR
- SSR is a resilient organisation which can sustain its service as long as it is needed in Shropshire and Telford
- SSR is a respected and trusted organisation amongst partners and service users