Coproduction case study refugee support Derby: evaluation

Please start the slideshow to hear the audio
Red Cross

They wanted to talk on the phone when face-to-face would be easier. On phone option is hard when English is not first language, had to spend too long on the phone.

Made me feel terrible, difficult, they were too busy.

Volunteered own time supporting Arabic communities.

City council

Need more time, no money.

No strong links either between Council and job centre/home office or with BRC would be really helpful if there was if BRC could create them.

Gave good volunteer experience voices project meet once a month contacted Parliament.

Regular volunteer contact to help support clients with what they need some volunteers are helpful but others could improve sometimes fighting to find information (don’t give up!/Resilience really important).

Gave leaflets and tips.

Support/social gatherings e.g. barbecue Christmas.

Open seven days a week.

Welcoming.

They met English people.

Felt like a family/made me feel good/made me feel connected.

'Difficult without a community. The partnership gave me somewhere to meet people build a community like a spider web connected everything together if you needed specific information they would help but if they couldn’t help they would send you to someone who could.’

With Upbeat community

Met English people.

Open seven days a week.

Welcoming.

Support/social gatherings e.g. barbecue Christmas.

Gave leaflets and tips.

City council

No real link with BRC would be really helpful if there was

Gave financial support during benefit changes going from asylum to refugee gave money not food (unlike other organisations).

City of Sanctuary

Referred by someone at Upbeat communities

Gives time to build something, not sad or lonely.

Volunteer experience connects everything.

Multifaith Centre

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Regular volunteer contact to help support clients with what they need some volunteers are helpful but others could improve sometimes fighting to find information (don’t give up!/Resilience really important).

Able to signpost to other organisations refugee advice Centre, Hope Centre, GP, college.

Volunteer experience connects everything.

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City council

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Job centre/Home Office

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Red Cross

Has volunteered as caseworker help with translations made feel accepted increased confidence.

City of Sanctuary

Referral by someone at Upbeat communities

Felt like a family/made me feel good/made me feel connected.

New volunteer, don't know a lot about it but gives the chance to teach English people about my culture help avoid cultural difference also advise refugees about English culture e.g. school drop-offs.

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<table>
<thead>
<tr>
<th>Outcomes</th>
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<tbody>
<tr>
<td>Refugees and asylum seekers are better able to cope with crisis</td>
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<tr>
<td>Refugees and asylum seekers are better equipped to find routes out of crisis</td>
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<tr>
<td>Refugees and asylum seekers have reduced isolation and increased self-sufficiency</td>
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<tr>
<td>Refugees and asylum seekers have increased opportunity to belong to the community</td>
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‘Ladder of co-production’, Think Local Act Personal, 2015

Co-production
Co-design
Engagement
Consultation
Informing
Educating
Coercion

Doing with in an equal and reciprocal partnership
Doing for engaging and involving people
Doing to trying to fix people who are passive recipients of service