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Evaluation of the Young Citizens Programme: final report

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Summary

Coram's Young Citizens Training Programme aims to make a positive impact on the lives of 16 to 25 year olds from migrant and refugee backgrounds, enhancing their resilience to overcome the challenges they face, and supporting them to make positive lives for themselves in the UK.

The programme was developed out of an existing Coram three-year ambassador programme for young people from migrant and refugee backgrounds set up in February 2017. Through feedback from the young ambassadors, Coram developed the Young Citizens Training Programme to give them the opportunity to help other young people directly. It was developed to address specific needs faced by young people newly arrived in the UK as evidenced through local and national research, consultations with 200 ESOL (English for Speakers of Other Languages) students, and 44 members of the ambassador programme.

This evaluation by Coram's Impact and Evaluation Team reports on findings from the programme between July 2019 and September 2022 when the programme received £179,571 funding from the Mayor's Young Londoners Fund (YLF) and the John Lyon's Charity. This is £166 per beneficiary. This report analyses feedback from young people and professionals involved in the programme during this period.

Recommendations from this report will be taken into consideration as the programme continues. Funding has been sought and in the meantime the programme will charge colleges, youth groups, and other partners for the delivery of workshops.

Young Citizens Participants (YCP) attended peer-led workshops co-produced and delivered by Young Citizens Trainers (YCT), who used their experience of overcoming challenges when moving to the UK to help their peers. Workshops aimed to increase YCPs' emotional wellbeing as well as knowledge of their rights and how to access them. Professionals from the colleges,

Image 1. YCTs outside the Queen Elizabeth II Centre at Coram



youth groups and local authorities also attended the workshops alongside YCPs. This included youth workers, ESOL teachers, and UASC (Unaccompanied Asylum Seeking Children) team managers.

The term YCT covers Young Citizens Trainers who are paid to deliver the workshops and Young Citizens Training Volunteers who support the workshops on a voluntary basis and take part in training and co-production sessions.

Between July 2019 and February 2022, 63 YCTs attended training to equip them in their roles, and co-designed workshops alongside experts from across the Coram group. YCTs took part in training and co-design of workshops in four cohorts:

- Cohort one: 13 YCTs trained July 2019 to November 2019;
- Cohort two: 10 YCTs trained July 2020 to October 2020;
- Cohort three: 18 YCTs trained February 2021 (intensive training);
- Cohort four: 22 YCTs trained January to February 2022.

Following the training and co-design process, YCTs delivered 114 workshops to approximately 950 YCPs. These were a mixture of online and in-person sessions delivered in colleges, youth groups, and local authorities in London. YCTs continued to meet after completion of the training to learn additional skills, develop resources for young people, and to build a sense of community with the rest of the YCT group. These will be referred to as YCT sessions in this report, to distinguish them from the workshops they ran for YCPs.

This report is based on analysis of:

- 1,006 YCP post-programme survey responses, November 2019 to July 2022;
- 63 YCT pre-programme survey responses, July 2020 to February 2022;
- 58 YCT post-programme survey responses, October 2019 to February 2022;
- 45 YCT follow-up survey responses, April 2020 to September 2022;
- 71 survey responses from professionals, November 2019 to June 2022;
- In-depth interviews with three YCTs, July and August 2022.

Feedback summary from Young Citizens Trainers

YCT responses were overwhelmingly positive, and they were largely consistent across the three years of the project. Overall:

- 98% felt they had developed skills that would help them to achieve future goals;
- 98% felt more informed about their rights and entitlements after the programme;
- 98% felt like part of a community and felt supported by other group members;
- 98% felt they had helped other young people;
- 97% felt their confidence had increased to deliver training to other young people, and felt prepared to run training and workshops for other young people;
- 96% felt that their confidence had increased to achieve future goals;
- 95% felt more confident about accessing the services and support they needed;
- 93% felt their perspective as a young person from a similar background made the project better than if it was run by professionals only;

- A higher percentage of YCTs were working after the programme (31% compared to 10% before the programme);
- The majority of YCTs scored in the average range on the Short Warwick-Edinburgh Mental Wellbeing Scale both before and after the programme.

The YCTs we interviewed told us that they had made friends on the programme, accessed support, used their own experiences to support YCPs, experienced positive impacts on their wellbeing, and developed skills and confidence, such as building leadership skills through being in charge of a class.

Feedback summary from Young Citizens Participants

The vast majority of YCP responses were positive. Their responses were generally consistent over time, but positive responses fell slightly in 2020 at the height of the Covid-19 pandemic. Overall:

- 95% understood more about their rights after attending a workshop;
- 94% liked that those delivering the workshops, the YCTs, were other young people like them;
- 93% felt more positive about the future after attending a workshop;
- 91% were more likely to get involved in new activities after attending a workshop, and 90% were more aware of where to go for support;
- 89% felt close to the other young people in the workshops;
- 87% felt like they could deal with problems better after attending a workshop.

Feedback summary from professionals

Nearly all professionals felt that the workshop they attended helped young people to know where to go for support (97%), and would help them to better support young people (94%).

Almost all (96%) thought the workshops taught young people about their rights, that young people appeared connected during the workshop, and that the workshop had more impact as a result of being led by young people with similar experiences.

There was learning from some professionals on areas to improve which will be useful in designing the second phase of the programme.

Suggestions for improvement from young people and professionals

- Expanding the content of workshops to include topics suggested by young people and professionals, such as different immigration routes, accessing higher education, and using the internet;
- More training sessions for YCTs;
- More language adaptations for YCPs with lower levels of English proficiency;
- Using more games, small group discussions, outdoor activities, guest speakers, videos, and interactive activity to engage YCPs in workshops;
- Further reflection on YCT delivery to encourage ongoing improvement;
- Further collaboration with other organisations doing similar work.

1. Introduction

Coram's Young Citizens programme began in February 2017 as an ambassador programme for young people from migrant and refugee backgrounds aged 16 to 25.

98%
of YCTs felt more informed about their rights and entitlements after the programme

Refugees and migrants have migrated from their countries of origin, and refugees cannot return as they are at risk of persecution, conflict or violence ([UNHCR, 2022](#)). Migrants do not fit the legal definition of refugees but leave their countries of origin for a range of reasons including to work, to study, to join family, or to leave poverty, political unrest, gang violence, or natural disasters ([Amnesty International, 2022](#)).

The ambassador programme group was involved in a series of projects to challenge perceptions and support the inclusion of young migrants and refugees. Through feedback from the young ambassadors, the Young Citizens Training Programme was developed in 2019 in order to give them the opportunity to directly help other young people with similar experiences. The programme was developed to address specific needs faced by young people newly arrived in the UK as evidenced through local and national research ([The Forum, 2014](#); [Quinn, 2014](#); [Fazel, Wheeler and Danesh, 2005](#); [Schweitzer, 2014](#); [European Union Committee, 2016](#)), consultations with 200 ESOL (English for Speakers of Other Languages) students, and 44 members of the ambassador group.

Image 2. YCTs training other YCTs



The programme was grounded in what is important to young people, and young people were central to its design and delivery. Young Citizens Trainers (YCTs) shaped the content of the workshops through a series of workshop design sessions. These were co-delivered with members of the Coram group of

charities – Coram Voice, Migrant Children's Project (part of Coram Children's Legal Centre), and the Creative Therapies team at Coram.

The Programme Manager, a Coram member of staff, trained YCTs in delivery alongside external trainers from organisations including Phosphoros Theatre, Compass Collective, it starts with one, Media Trust, Faith and Belief Forum, and Nicola Lester Psychological Trauma Consultancy. The training equipped them with public speaking and facilitation skills to enable them to co-deliver workshops in colleges, youth groups, and local authorities.

Each new cohort of YCTs were trained by existing trainers. There were 63 YCTs in total. They had 18 to 52.5 hours of core training each (those at the start had more hours in order to design the workshops), and there were 61.5 hours of additional sessions, including fun sessions, get

together to bond as a group, extra training sessions to equip them in their roles, and co-production sessions.

As part of the programme YCTs were involved in the development of resources to support workshops and to share with other young people from migrant and refugee backgrounds. This includes:

- An animation on mental health ([Coram, 2021](#));
- Six short films for the Starting Life in the UK series with experiences and tips from YCTs on getting mental health support, rights as a care leaver, challenges around sleep and food, and getting involved in new activities ([Coram, 2022a](#));
- A short film with two YCTs to inform young people about what they can and cannot do while seeking asylum (shared within workshops but not online) ([Coram 2022b](#));
- Translations of key words on the asylum process and care system hosted on the Coram Voice website as well as subtitles in 13 languages for two of the Starting Life in the UK videos on rights for care leavers.

The programme was funded by the Mayor's Young Londoners Fund (YLF) from September 2019 to September 2022, and John Lyon's Charity from July 2019 to September 2022. Workshops were delivered to young people in colleges, youth groups and local authorities in North West and South East London, specifically in 9 boroughs: Lambeth, Southwark, Lewisham, Brent, Barnet, Harrow, Ealing, Hammersmith & Fulham, and Camden.

Feedback from the workshops was collected from YCPs and YCTs, as well as professionals from the colleges, youth groups and local authorities who attended the workshops. This included youth workers, ESOL teachers and UASC (Unaccompanied Asylum Seeking Children) team managers. The Programme Manager and YCTs handed out paper surveys or QR codes to an online survey at the end of workshops. Professionals were emailed surveys in a Word document format.

Image 3. YCTs outside Lewisham College



In the first year YCTs co-designed and delivered the following four workshops:

- Life in the UK;
- Tree of Life;
- Understanding the Asylum Process;
- Your Rights as a Care Leaver.

While the Tree of Life was positively received, it did not fully use the skills and expertise of the YCTs as it was an existing therapeutic model. Following feedback from young people and professionals, two new workshops were co-designed with YCTs to replace Life in the UK and the Tree of Life workshops:

- Building your Support Network;

- Skills for Wellbeing.

The Skills for Wellbeing workshop focused on building resilience through recognising skills young people have used in the past to overcome challenges such as confidence, resourcefulness and determination. It also covered self-care and positive affirmations.

‘Today was [a] beautiful day for me because I have learned about my rights and also have learned that how I can talk to my [personal advisor]’ - YCP

Life in the UK was replaced by Building your Support Network, as feedback indicated that young people often did not know how to access support and get involved in local activities, and lacked the confidence to do so, which led to young people feeling isolated. Building your Support Network focused on the skills and confidence needed to overcome practical and emotional barriers to accessing support and activities.

The Programme Manager told us she revised the Your Rights as a Care Leaver workshop based on input from young people, such as reordering activities or bringing out the point of certain exercises more clearly. The Understanding the Asylum Process workshop was revised to include more interactive elements and moved the focus away from the process itself to building the young people’s confidence to access their rights and feel more involved in the process.

93%
of YCPs felt more positive about the future after attending a workshop

Between November 2019 and July 2022, 114 workshops took place and approximately 950 YCPs attended, exceeding the programme’s targets of 74 workshops and 800 YCPs over the three years. YLF funded 59 workshops and John Lyon’s Charity funded 55. Key dates of the programme and evaluation are set out in Table 1.

Table 1. Programme and evaluation timeline

July 2019 to November 2019	YCT cohort one 52.5 hours of training in-person for 13 YCTs
October 2019	Start of data collection through surveys
November 2019	Workshops began in-person
July 2020 to October 2020	YCT cohort two 39 hours of training online for 10 YCTs
October 2020 to March 2021	15 workshops held virtually due to Covid-19 restrictions
February 2021	YCT cohort three 18 hours of (intensive) training online for 18 YCTs
April 2021	In-person workshops resume
July 2021	Interim report published (Borjes, 2021)
January to February 2022	YCT cohort four 20 hours of training online for 22 YCTs

July to August 2022	Interviews with three YCTs
August 2022	Final workshops
September 2022	Final surveys completed

1.1 Project aims and outcomes

The programme aimed to help young people from migrant or refugee backgrounds to make positive lives for themselves in the UK. Prior to the start of the programme, a Theory of Change was created which covers the goals and outcomes that were intended (Figure 1).

The process through which young people were expected to engage and benefit (mechanisms of change) are:

- Young Citizens Trainers (YCTs) feel a sense of ownership, responsibility and leadership;
- Young people from migrant / refugee backgrounds feel connected to and supported by other young people with similar experiences;
- Receiving training and information from someone from a similar background and age means young people are more likely to engage with the messages and content of the workshops.

Intended outcomes for young people across the programme include:

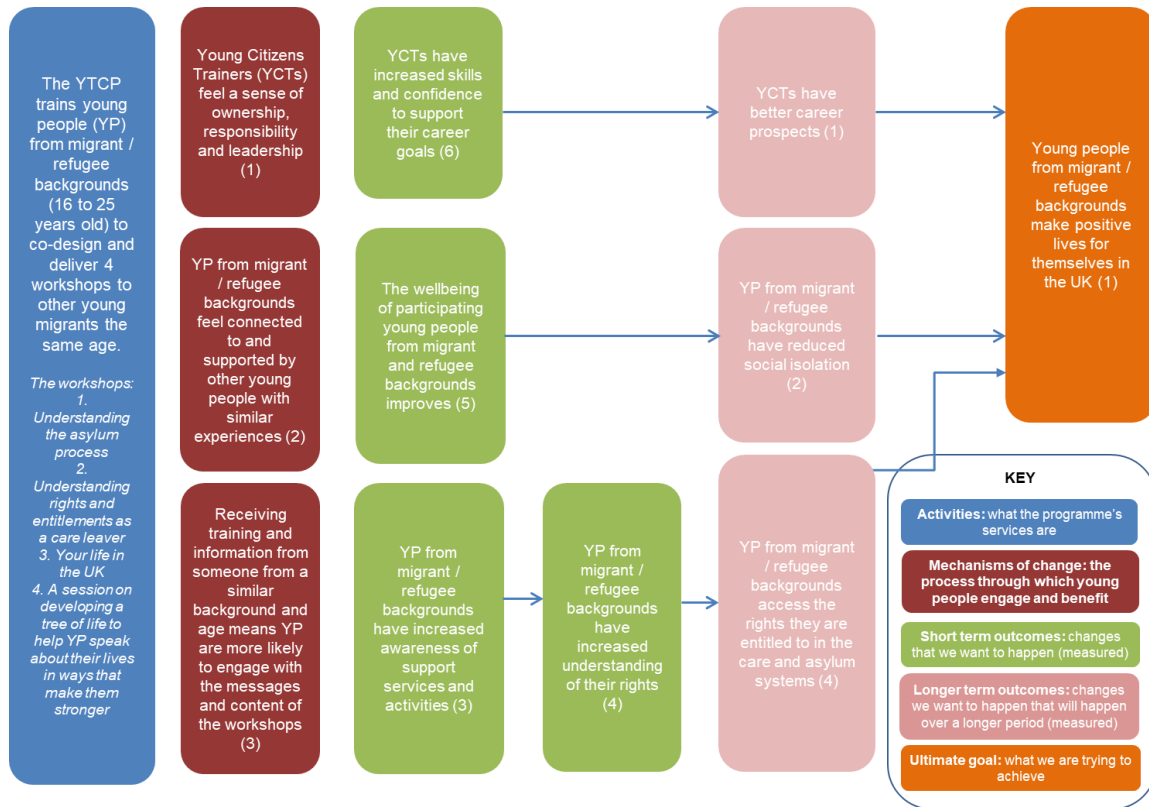
- Increased skills and confidence;
- An improvement in wellbeing;
- Increased awareness of support services and activities;
- An increased understanding of their rights.

Long term aims were to reduce social isolation, increase access to the rights young people are entitled to, and improve career prospects.

Image 4. YCTs with their training certificates on Coram campus



Figure 1. Young Citizens Programme Theory of Change



1.2 Methods

This final report analyses the extent to which the programme has achieved outcomes set out in its Theory of Change using survey responses from YCTs, YCPs and professionals between October 2019 and September 2022, and interviews with YCTs in July and August 2022. We collected feedback through paper questionnaires and the online survey platform SmartSurvey. After the first six months, we made changes to the wording of some of the questions based on feedback from young people with lower levels of English. For example, we edited the question *'what can be improved about the workshop?'* to *'what can we change to make the workshop better?'* as some young people misread the question as what they could improve about themselves.

In total, 1,006 YCPs provided feedback about the workshops between November 2019 and July 2022. The number of responses is higher than the number of YCPs (approximately 950), as some YCPs attended more than one workshop, but we do not have data on this. We collected feedback from all but two workshops, which took place in October 2020 (these were on Your Rights as a Care Leaver and Understanding the Asylum Process). These were delivered online causing difficulties in ensuring data was collected. After this, the Programme Manager told us she factored time into online workshops to ensure feedback forms were completed.

'I like giving young people the opportunity to develop beyond their identity.' – YCT

96%
of YCTs had felt like part of a community and felt supported by other members of the group

The majority of demographic information for YCPs was provided by teachers or youth workers after workshops. In April 2022, we added demographic questions to the online YCP surveys so YCPs completed this information themselves from then onwards. The Programme Manager asked us to make this change because it was difficult to get colleges to complete the demographic data. There is a possibility of duplication in the demographic data if YCPs attended more than one workshop. The Programme Manager told us that they tried to avoid collecting demographic data from the same group twice and that some duplicates were deleted.

YCTs who attended training and co-design sessions between July 2019 and November 2019 were given one feedback form to complete after completing the training. YCTs attending training and co-design sessions from July 2020 to February 2022 were given a pre-survey to complete prior to starting the training and a post-survey to complete after the training had finished. In total, 63 YCTs completed a pre-programme survey (100% response rate) between July 2020 and February 2022, and 58 completed an after-training survey (92% response rate) between October 2019 and February 2022. After-programme surveys were completed immediately after training, usually in the same month or the following month. Forty-five YCTs completed follow-up surveys (71% response rate) between April 2020 and September 2022, an average of 16 months after the pre-programme survey.

Image 5. YCTs leading a workshop



YCTs were asked about their wellbeing using the Short Warwick-Edinburgh Mental Wellbeing Scale¹ (SWEMWBS) before, midway, and at the end their involvement in the programme. The questionnaire uses seven questions to measure functioning rather than feelings (it is a shortened version of a 14 item questionnaire) (CORC, 2008). Each question asks young people to answer from five options: 'none of the time' (scored as 1), 'rarely' (scored as 2), 'some of the time' (scored as 3), 'often' (scored as 4) and 'all of the time' (scored as 5).

It is scored by first summing the scores for each of the seven items; the total raw scores are then transformed into metric scores using the SWEMWBS conversion table (Stewart-Brown et al., 2009). Scores can range from 7 to 35. The national average (from adults aged 16 or over) from the Health Survey for England 2011 shows a mean score of 23.6 (University of Warwick, 2011).

One approach to interpreting scores is based on the correlation between SWEMWBS scores and scores on clinically validated measures (Warwick Medical School, 2021). It is possible to find

'What I've enjoyed about the programme was getting the opportunity to learn about rights for asylum seekers and refugees in a fun and interactive way.'
- YCT

¹ Further information about SWEMWBS can be found here: <https://www.corc.uk.net/outcome-experience-measures/short-warwick-edinburgh-mental-wellbeing-scale-swemws/>

'I have used my story to demonstrate to other young people that there's always light at the end of the tunnel.' - YCT

a point between low and average mental wellbeing which corresponds to the cut points on validated scales of mental illness such as the Centre for Epidemiologic Studies Depression Scale (CES-D) measure of depression ([Gremigni and Bianco, 2012](#)). The cut points for SWEMWBS are 17 or less for probable depression, 18-20 for possible depression, 21-27 for average mental wellbeing, and 28-35 for high mental wellbeing.

Professionals were given a feedback form at the end of workshops, which asked about how they and the young people they worked with had benefitted. Feedback was collected from 71 professionals between November 2019 and June 2022. This is approximately the number of professionals who attended workshops.

We interviewed three YCTs in July and August 2022, two via video call and one in-person. We interviewed one YCT from each year of the programme. The Programme Manager suggested YCTs who had considerable involvement in the project and then contacted them to find out if they would like to take part in a research interview, although one person we interviewed had been less involved than the other two. We interviewed two young men and one young woman; all were aged in their early twenties. Interviews were recorded, transcribed, and analysed.

'[The YCTs] clearly explained young people's rights and entitlements and showed them how to access useful resources and information.' - Professional

Image 6. YCTs on Coram Campus



2. Literature review

2.1 Background to the project

Challenges faced by young refugees and migrants

'[I have enjoyed] learning and having fun at the same time, but also feeling like an important part of the community.' - YCT

The literature evidences widespread practical and mental health challenges faced by refugees and migrants, and points to the need for initiatives to support young refugees and migrants with their wellbeing, support systems, and transitioning to life in the UK.

Six percent of children in the UK (896,000) were born abroad in 2019, with half born in European Union countries ([The Migration Observatory, 2022](#)). Just under half of all refugees globally are children and adolescents, and almost a quarter arrive in Europe unaccompanied ([Von Wethern et al., 2019](#)). The latest available data show that there were 1,330 UASCs looked after in London in 2021 ([DfE, 2021](#)).

Mental health difficulties have been highlighted in a number of studies of refugee and migrant groups. [Von Werthern et al.'s \(2019\)](#) literature review of English language studies found that UASCs experienced stress caused by the adversities that drove their migration, *and* by traumatic experiences of displacement and resettlement. Being a UASC was found to negatively impact mental health development.

The charity the Forum asked migrants and refugees about the challenges they faced in London and found that 58% cited loneliness and isolation. Interviewees revealed that they lacked social networks, experienced loss of family and friends, experienced discrimination and stigma, and felt isolated due to government policies ([Christodolou, 2014](#)).

A lack of control has also been identified in the literature. Through analysis of transcripts of interviews with asylum seekers in the UK, [Jannesari et al. \(2019\)](#) found the asylum process was dehumanising (as was public discourse), pro-longed asylum seekers' feelings of not having control, and inhibited them from planning for their future. Accounts from unaccompanied migrant children indicated long asylum and immigration cases left them in limbo ([European Union Committee, 2016](#)). This caused stress and anxiety leading to a loss of drive to engage in education or social activities.

Accessing services, education, and employment present further challenges. In a UK study [Rowley et al. \(2019\)](#) interviewed refugee survivors of extreme cruelty. They reported problems in the transition period after being granted leave to remain, such as organising welfare benefits, accessing housing and other services, interacting with the public, and finding employment and education. Most interviewees reported low mood, worry and isolation. They appreciated meaningful activities and emotional support. Through interviews and analysis of Freedom of Information documents from NHS trusts in the UK, [Asif and Keinzler \(2022\)](#) found that refugees, asylum seekers, and undocumented migrants experienced challenges in accessing essential health care.

Many migrant children and young people have had to assist their parents in accessing services by interpreting and translating when they have had more knowledge of the language of their host country than their parents. [Bauer \(2015\)](#) draws on a UK study involving interviews and found that translating and interpreting was at times stressful and burdensome for adults who had done this as children, but it helped their families to adapt to life in the UK.

Based on interviews with refugees and asylum seekers in England, [Lambrechts \(2020\)](#) describes the ‘super-disadvantage’ of young people from refugee backgrounds when it comes to accessing higher education, including information, procedural, financial, educational, and environmental barriers.

Securing employment can also be difficult for young migrants and refugees. In the UK, the employment rate among foreign-born individuals who migrated for asylum reasons was 51% in 2019, compared with 73% for those born in the UK ([Kone et al., 2019](#)). Interview-based research with migrants living in London found they faced a diminished quality of work and lower wages ([Puppa and King, 2019](#)), deskilling and high discrimination ([Mcilwaine, 2005](#)), and a lack of recognition of their qualifications, contributing to underemployment ([Nijhoff and Gordano, 2017](#)).

‘[I enjoyed] talk[ing] about life and the experiences of each other.’
- YCP

Resilience and adaptability

Although the literature outlines the vast challenges faced by refugees and migrants, studies also evidence resilience and adaptability. Refugees and migrants often develop various coping mechanisms, and seek and engage with support. [Wells \(2011\)](#)

interviewed eight young refugees in London, and found that they created new social networks, maintained old networks, and left constraining or coercive networks. They formed ties to institutional actors which connected them to resources, such as housing, legal advice and education.

[Mohamed and Thomas \(2017\)](#) interviewed refugee children and their parents, and found that children initially reported having no-one to interact with, but all made friends eventually, preventing social isolation. In addition, involvement in refugee agencies provided a sense of purpose and belonging, while offering support. They found evidence of resilience through demonstrations of optimism, coping mechanisms, faith, self-esteem, happiness and gratitude.

[Chase \(2020\)](#) gathered accounts of migrant young people’s experiences of migrating to the UK alone as UASCs. Chase found that mental health and building and maintaining a sense of connectedness with others were core to young migrants’ sense of wellbeing.

Interviews with young adult migrants in London revealed loneliness, and challenges of adjusting to new lives, but that social networks helped with loneliness and stress reduction, and offered emotional support and a social life ([Himmelstine and King, 2019](#)).

Based on interviews and focus groups with participants in East London and Birmingham, [Wessendorf \(2019\)](#) found visible diversity felt inclusive for migrants, and interactions across different groups and communities played a pivotal role in inclusion. They found migrants grew in confidence, adapted to diverse environments, and built new homes through everyday encounters, sharing space, developing communication skills, and building social relations with people from different backgrounds.

2.2 Evidence base of peer-led interventions

There are a number of studies indicating the effectiveness of peer-led models in refugee and migrant communities, supporting the rationale for Young Citizens' peer-led approach. Peer-led models have been shown to improve health outcomes, knowledge sharing, integration, support networks, adaptation to life in the host country, and emotional wellbeing among migrant and refugee groups. For example, [Im & Rosenberg's \(2016\)](#) focus group study of a peer-led health workshop for refugees in the US found improved health promotion outcomes, health practices, and emotional health. The peer-led workshop also encouraged community building and participation and a sense of belonging and unity.

In Scotland, a refugee peer education programme for health and wellbeing was evaluated using observation, interviews, focus group discussions, participatory activities and self-assessment tools. It found that the programme enhanced knowledge of services, strengthened networks, increased engagement in social activities, and empowered peer groups to tackle health issues in their communities ([Strang, 2015](#)).

Pre and post assessments showed a peer education programme for refugees helped participants to make friends, build trust within their community, access information, develop independence, and feel better about life in the US ([Block et al., 2018](#)). In the UK, a systematic literature review of social protection interventions for asylum seeker and refugees found that peer support allowed the sharing of knowledge and advice on the asylum process and life in the UK, which contributed to integration ([James, 2021](#)).

A peer model in Spain was shown to strengthen resilience and empowerment for refugees

Image 8. YCTs teaching other YCTs



Image 7. YCTs delivering a workshop with Springboard



through analysis of mentor narratives and written evaluations. The peer groups led refugees to develop new support systems, complete qualifications, and participate in training. They also facilitated supportive relationships, helping to overcome social isolation and promote resilience. [Paloma et al. \(2020\)](#) highlighted the value of community-based interventions involving refugees as active citizens. Mobilising refugee mentors contributed to community capacity-building and alleviating feelings of powerlessness.

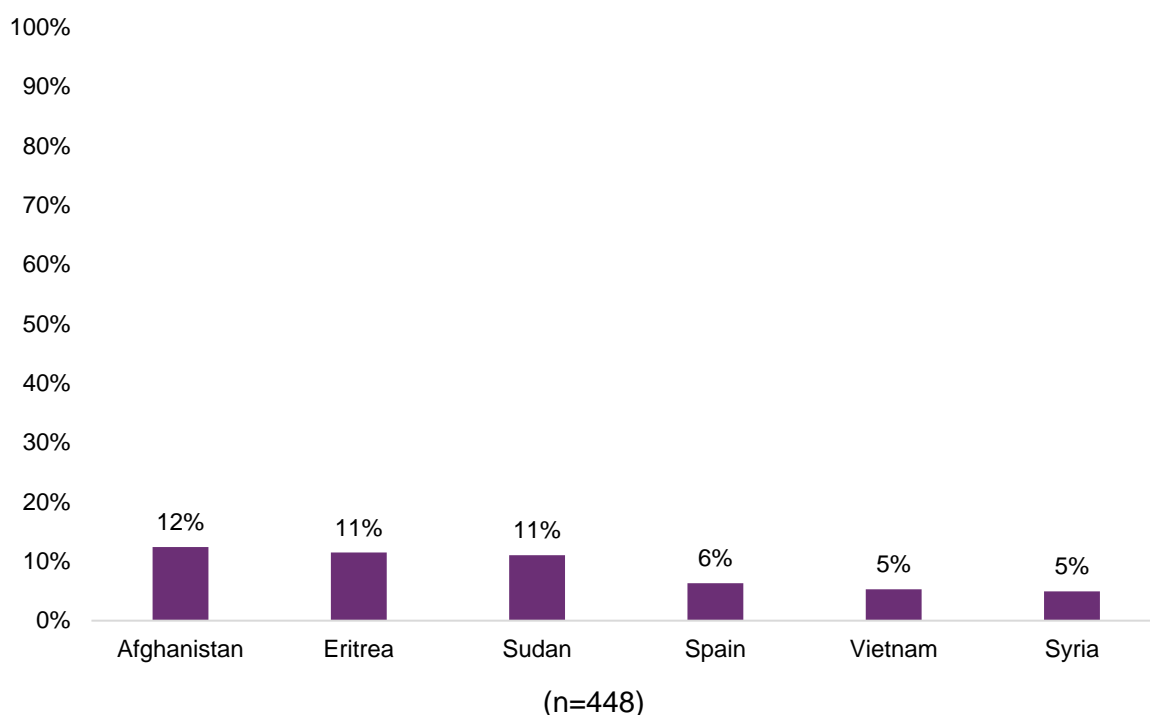
3. Profile of young people

Most demographic data for YCPs was provided by teachers and youth workers, the minority was provided by YCPs themselves. Two-thirds of YCPs (67%, n=634) were identified as male, one-third (33%, n=315) were female, and one young person was non-binary. The large majority of UASCs entering the UK are boys, which may partly account for the high proportion of males in the programme.

Ninety percent of YCPs (n=856) were aged between 16 and 19 years, with a third (33%, n=313) 17 years old, and the next most common ages were 18 years old (26%, n=250), 16 years old (15%, n=147), and 19 years old (15%, n=143). Six percent of YCPs (n=59) were between 12 and 15 years old, and 3% (n=24) were aged between 20 and 23. One YCP was 28 years old.

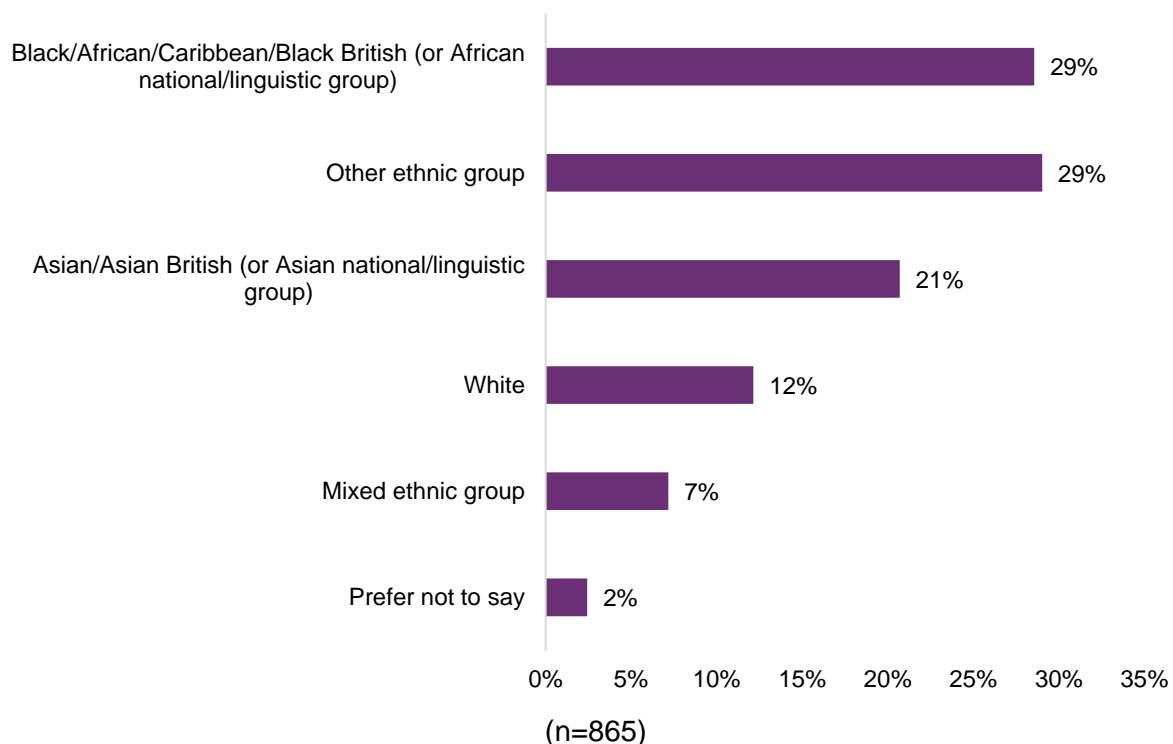
YCPs were born in 65 different countries in Europe, Asia, Africa, North, Central and South America. The most common countries were Afghanistan (12%, n=108), Eritrea (11%, n=100), Sudan (11%, n=96), Spain (6%, n=55), Vietnam (5%, n=46), and Syria (5%, n=43) (Figure 2).

Figure 2. The 6 most common countries YCPs were born in



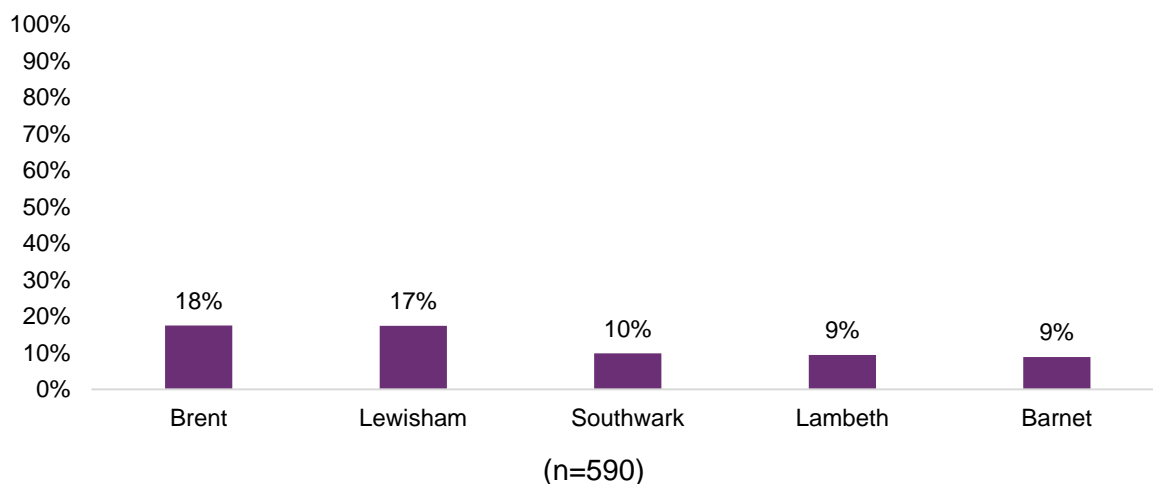
Most commonly (29%, n=247) YCPs were Black/African/Caribbean/Black British (or from an African national or linguistic group), with the largest group identifying as African (Figure 3). A fifth (21%, n=179) were Asian/Asian British (or from an Asian national/linguistic group). Twelve percent (n=130) identified as White and 7% (n=62) as Mixed ethnicity. Twenty-nine percent (n=222) of young people listed other ethnicities, with the largest group identifying as Arab (Figure 3).

Figure 3. Ethnic groups of YCPs



Thirty-three YCPs (4%) reported having a disability, and 42% of YCPs (n=378) were in care or care leavers. Among the 31 London Boroughs YCPs lived in, the five most common boroughs were Brent, Lewisham, Southwark, Lambeth and Barnet (Figure 4). Among those studying, the most common boroughs studied in were Lambeth, Lewisham, Brent, Harrow, and Southwark.

Figure 4. The most common London boroughs YCPs lived in

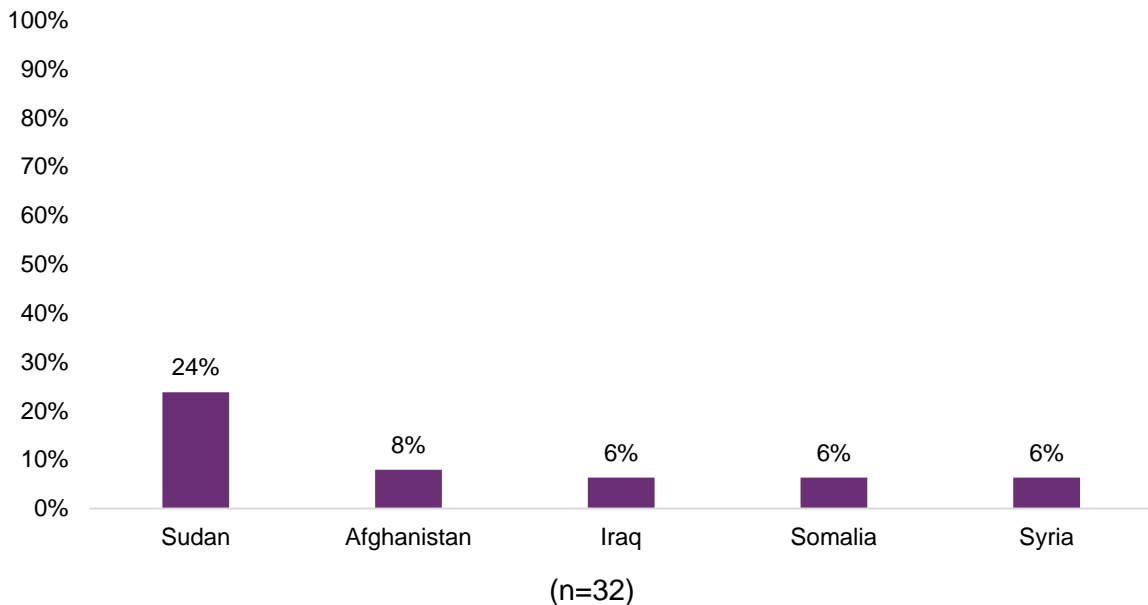


YCTs completed surveys providing their demographic data at the start of their involvement in the project. Like the YCPs, the majority of YCTs were male (62%, n=39). YCTs were aged between 17 and 26 years old. Most commonly they were aged 20 (21%, n=13), followed by

22 (15%, n=9). Eight YCTs were 18, eight were 19, and eight were 21 years old (13% each). Two YCTs (4%) reported disabilities, and just under half (48%, n=23) were in care or care leavers.

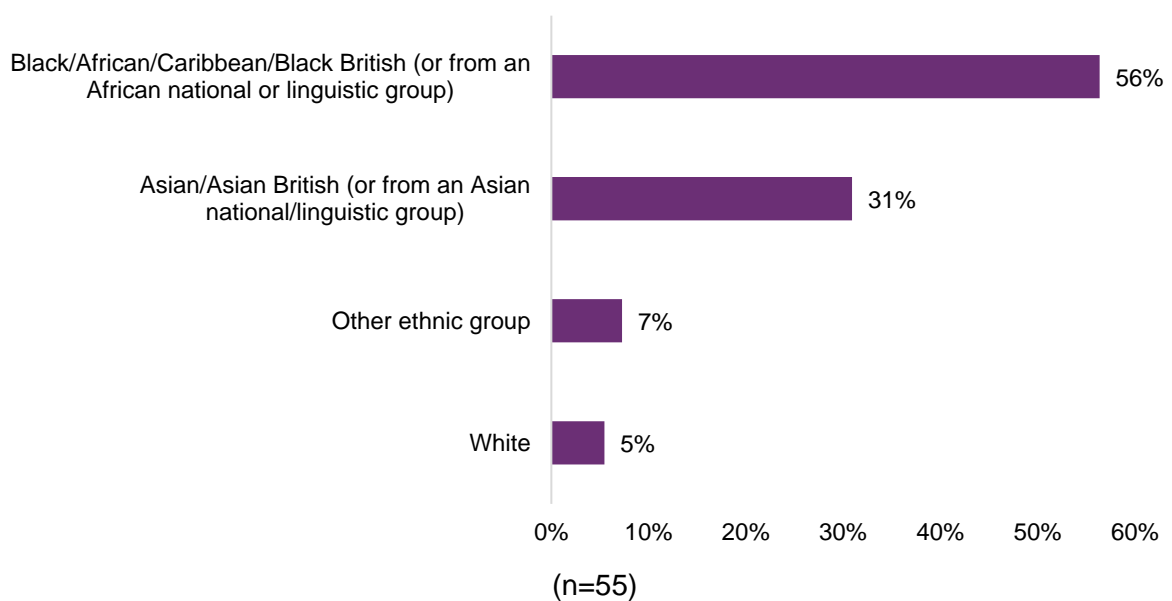
YCTs were born in 25 different countries. They were most commonly born in Sudan (n=15, 24%), followed by Afghanistan (8%, n=5), then Iraq, Somalia, and Syria (6%, n=4 each) (Figure 5).

Figure 5. The 5 most common countries YCTs were born in



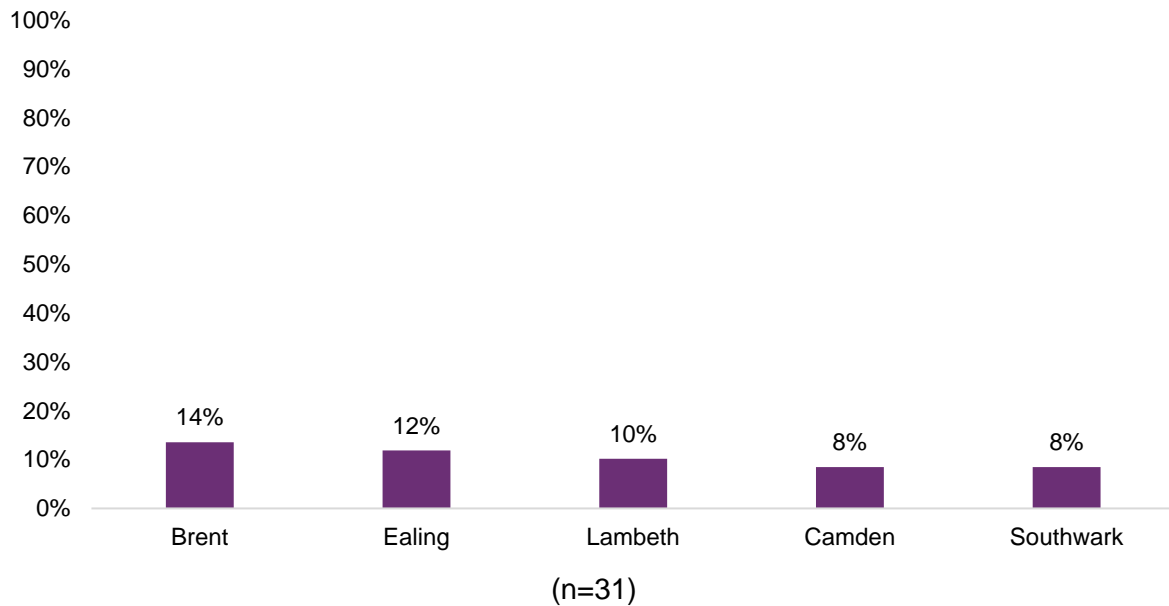
More than half of YCTs (56%, n=31) were Black/African/Caribbean/Black British (or from an African national or linguistic group) (Figure 6). Just under a third (31%, n=17) were Asian/Asian British (or from an Asian national/linguistic group), four listed other ethnic groups (7%), and three were White (5%). This information was not available for eight YCTs.

Figure 6. Ethnic groups of YCTs



YCTs lived in 20 different council areas. All but two were London boroughs. Brent was the most common borough (14%, n=8), followed by Ealing (12%, n=7), and then Lambeth (10%, n=6), Camden and Brent (8%, n=5 each) (Figure 7).

Figure 7. The 5 most common London boroughs YCTs lived in



The main thing YCTs were doing before and after the programme is outlined in section [4.7](#). We asked the YCTs we interviewed how they had found out about the Young Citizens programme. All three had found out about it through other third sector organisations.

Image 9. YCTs on Coram Campus



4. Feedback from young people and professionals

We asked YCPs how much they agreed with five to seven statements about the workshop in the form of a Likert scale. Agreement with five statements were asked in all feedback forms, and two statements were only asked in certain workshops (Table 2).

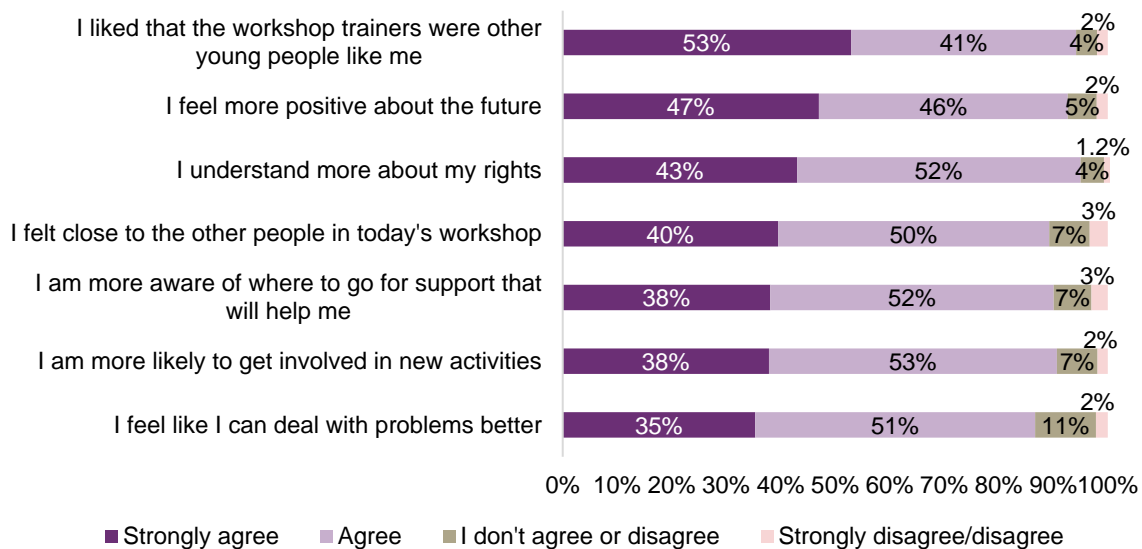
YCP answers were overwhelmingly positive (Figure 8). Responses were generally consistent across the different years of the project, although there was a small reduction in positive answers in 2020, which may be linked to the Covid-19 pandemic occurring at the same time. In the survey used in November 2019 to February 2020 we asked if YCPs found the workshop they attended useful and all but one YCP (n=144, 99%) found it very or quite useful.

Table 2. Statements asked in YCP feedback forms, number of responses, and percentage of agreement

Statement	Workshop	Number of responses	Answers
I understand more about my rights	Your Rights as a Care Leaver and Understanding the Asylum Process	256	95% strongly agreed or agreed
I am more aware of where to go for support that will help me	All workshops	969	90% strongly agreed or agreed
I am more likely to get involved in new activities	Building your Support Network	214	91% strongly agreed or agreed
I feel like I can deal with problems better	All workshops*	368	87% strongly agreed or agreed
I felt close to the other people in today's workshop	All workshops	968	89% strongly agreed or agreed
I liked that the workshop trainers were other young people like me	All workshops	965	94% strongly agreed or agreed
I feel more positive about the future	All workshops	983	93% strongly agreed or agreed

*This question was removed from some surveys as some YCPs did not understand it.

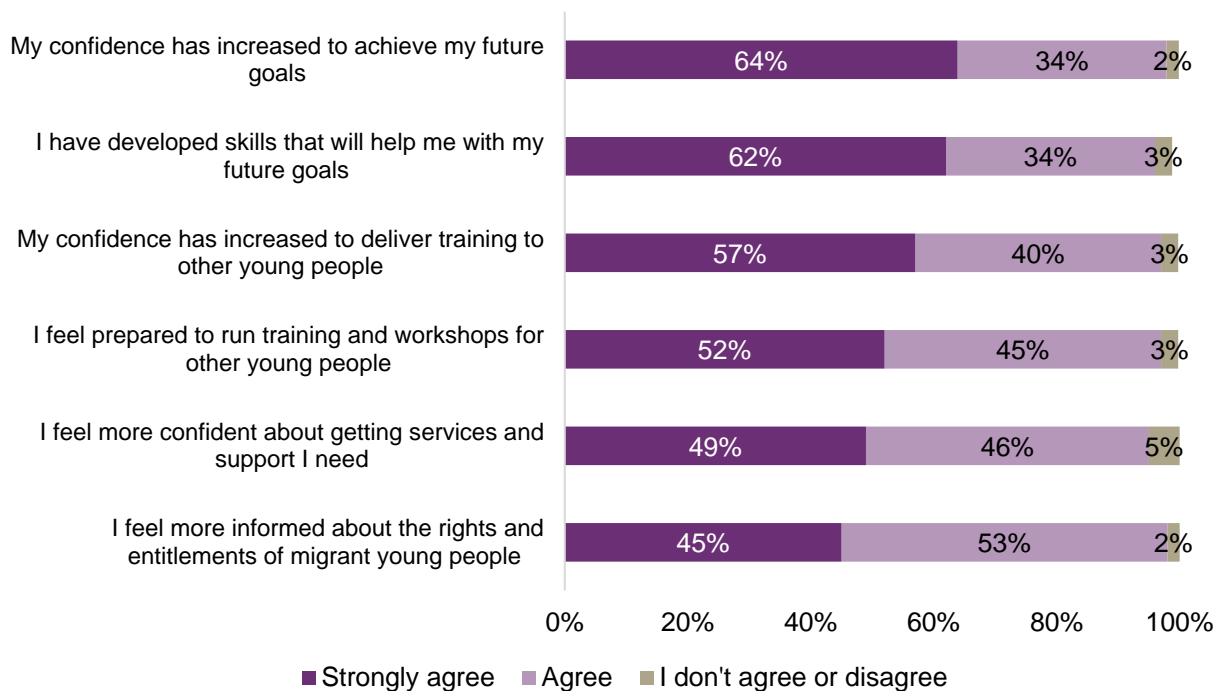
Figure 8. YCPs' responses to statements about the workshops



(n=214-983)

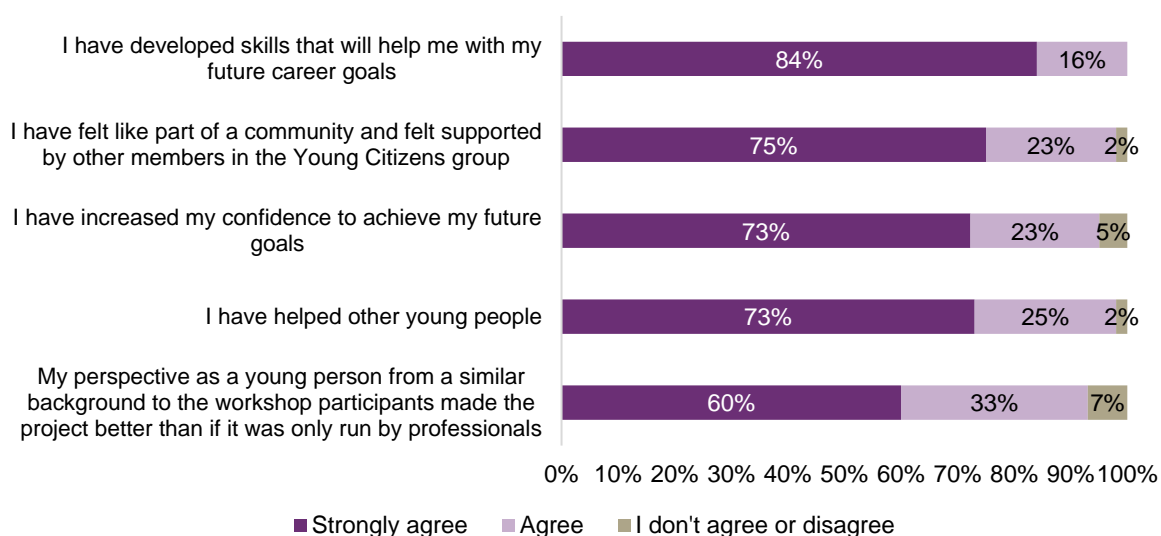
In the after-programme survey, we asked YCTs how much they agreed with six statements (Figure 9). In the follow-up survey, we asked YCTs if they agreed with a further five statements (Figure 10). Like YCPs, nearly all responses provided by YCTs were positive. In addition, all YCTs (n=57) reported that they found the sessions very or quite useful, and all but one (n=55) would recommend the programme (one young person was not sure and one did not answer this question). Responses were largely consistent across the three years of the project.

Figure 9. YCTs' responses to statements about the programme in the after-programme survey



(n=57-58)

Figure 10. YCTs' responses to statements about the programme in the follow-up survey



(n=44-45)

The following seven subheadings are outcomes set out in the Theory of Change with analysis on how far the survey responses and interviews demonstrate that these outcomes were met.

4.1 Young people from migrant / refugee backgrounds feel more informed about their rights and entitlements

Almost all YCPs (95%, n=266) felt they understood more about their rights after attending a workshop (Figure 8), supporting this outcome. This was also demonstrated in YCPs' comments, for example:

- 'I learnt about my rights.'
- 'I enjoyed [learning] about my rights as [a] care leaver.'

'Before I don't know anything about my rights but now you guys help me a lot thank you.'
- YCP

Several YCPs noted that they appreciated learning more about the asylum process:

- 'I enjoy[ed] [learning] about the Home Office. How it works.'
- 'I learned a lot about the asylum process.'

All but one YCT (98%, n=57) felt more informed about the rights and entitlements of migrant young people in the after-programme survey (Figure 9). When asked about what they had enjoyed, some YCTs mentioned learning about their rights:

- 'I've learned about my rights in the UK.'
- '[I have enjoyed] learning about the different rules, laws and help that young asylum seekers and refugees could receive.'

95%
of YCPs
understood
more about their
rights after
attending a
workshop

One of the YCTs we interviewed felt that the programme had made them more aware of their rights, and the legal options they had, which made them feel more confident. They also appreciated learning about other young people's experiences of the asylum process.

Another YCT spoke about trying to empower YCPs to talk about and stand up for their rights. They told us that some of the YCPs fed back that they did not know about their rights before the workshops. However, the YCT felt that they themselves already knew about their

rights before their involvement in the programme.

We asked professionals who attended Your Rights as a Care Leaver or Understanding the Asylum Process workshops whether they thought the workshop taught young people about their rights, and 96% (n=23) strongly agreed or agreed. Feedback included:

- 'It made students more aware of their rights and how to ask for help.'
- 'It made absolutely clear for my students that they have specific rights as care leavers and they should make the most of them.'
- 'The role play activity was very helpful in showing the young people how to be both polite and assertive when speaking to a personal advisor about their rights.'

Image 10. YCTs at a celebration event



4.2 Young people from migrant / refugee backgrounds feel connected to and supported by other young people with similar experiences

The great majority of YCPs (89%, n=863) felt close to other young people during workshops, which supports this outcome (Figure 8). Young people commented:

- 'I felt close to the trainers.'
- 'I enjoyed ... because I was close to other people more.'
- 'It felt that it makes us close to one another.'

Several YCPs noted specifically enjoying coming together with others facing similar challenges, for example:

- 'I enjoyed that there were a lot of students that had the same problems like me.'

- 'It is really helpful and useful [to] share my experience and know that I wasn't the only one who had [those] kind of problems.'

'I always know that like once I have my colleagues, the other trainers, and [the Programme Manager] like I'm fine.' – YCT

The YCTs we interviewed said they had made friends on the programme. One told us they had a group chat, and another had met up with a friend outside of the programme several times. One YCT felt they had built very good relationships that would last for a long time. They also told us that there were trips for YCTs, for example, one trip was to Parliament, which they felt helped the group to bond.

One YCT praised the teamwork in the programme bringing together young people from migrant and refugee backgrounds. They explained that the YCTs' and the Programme Manager's support helped to relieve their nerves. They practiced before the workshop and then debriefed afterwards with YCTs providing feedback to each other. They described the Programme Manager as 'superwoman' and explained that she always went above and beyond for the young people. The other YCTs we interviewed and several YCTs in survey responses also provided positive feedback about the Programme Manager.

One YCT told us they enjoyed meeting people and learning about different cultures. Another YCT enjoyed giving advice and tips, and told us their network improved as they got to know people from different schools, colleges, and other organisations.

All but one YCT (98%, n=43) in the follow-up survey had felt like part of a community and felt supported by other members of the group (Figure 10). When we asked YCTs what they had enjoyed in the after-training survey, their answers most commonly related to meeting people and making friends. This also featured in the follow-up survey. For example:

- 'Getting to know new people with different backgrounds. It was really interesting to know some people's life and learn from it.'
- 'I have enjoyed being with all the trainees. (I made many friends).'
- 'I enjoyed meeting new people.'

Teamwork and sharing experiences were themes in both the after-training and follow-up survey responses. For example:

- 'I have enjoyed helping the others, meeting people from different backgrounds... and working in teams.'
- 'I have enjoyed getting to meet new people... and hearing their inspiring and unique stories. I have also enjoyed sharing my story as a guide for the young people that anything is possible regardless of the challenges one may be facing.'

Image 11. YCTs during a training session



In addition, 96% of professionals (n=58) strongly agreed or agreed that young people appeared connected during the workshops. Meeting, engaging and sharing with others with similar experiences were common themes in professionals' responses to our question about what they thought was useful in the workshop. Their answers included:

- 'Allowing the [young people] to share & see others who have been through similar things.'
- 'Meeting each other & sharing similar experiences. Seeing solutions. Being inspired to try & see others who have made it.'
- 'We think it was really useful for them to discuss their experiences with their peers as well as the young people running the workshops.'

'[I have enjoyed] the support that I get from the group and how everyone is very welcoming... how everyone helps you with everything, when running a workshop they are always by your side and if I make a mistake they will help me. And I also enjoyed being in the group as I feel we are a family.'
-YCT

The Programme Manager informed us that in the second half of the final year of funding three to four YCTs supported each workshop, more than in the earlier phase of the programme. This meant they were able to split into groups with one YCT per group, increasing the connection between individual YCTs and YCPs. This was reflected in feedback from YCPs who named specific trainers they were supported by in their groups:

- 'We got some motivation from [YCT's name].'
- '[YCT's name] he is very kind because he help for us and then he is friendly.'

This positive feedback from young people and professionals can also be linked to the Theory of Change and programme aim of **reducing social isolation and increasing wellbeing**. For example:

- 'Sharing our frustrations all together so that we don't feel alone.' - YCP
- 'We work with many organisations and many youth projects, youth clubs, football, dancing and all of that so when you come and we recommend you to go and join this group you don't feel lonely at all.' - YCT
- '[I] made them understand that they [are] not alone and they can always ask for help and support without being ashamed.' – YCT
- 'The ability to help other young people from similar backgrounds and being able to [be] part of [a] community where I can be understood, is what I enjoy most about the program.' - YCT
- 'I think it helped the students to open up and realise they are not alone. I think they are more connected now than in the beginning of the session.' - Professional

'The students saw that they are not isolated with their problems.' –
Professional

4.3 Receiving training and information from someone with a similar background and age means young people are more likely to engage with the messages and content of the workshops

This was supported by feedback from the vast majority of YCPs (94%, n=908) who liked that the workshop trainers were young people like them (Figure 8). One YCP noted '[I enjoyed] that the other leaders were refugees and understood our experience.'

94%
of YCPs liked that the workshop trainers were young people like them

Young people found the delivery of the trainers easy to understand, for example, 'I love the way you guys explained things.' There were numerous positive comments about the trainers in general, describing them as 'friendly,' 'kind,' 'energetic,' and 'supportive' among other praise. Young people also commented on engaging with the content of workshops.

Nearly all YCTs (93%, n=42) strongly agreed or agreed that their perspective as a young person from a similar background to the workshop participants made the project better than if it was only run by professionals (Figure 10).

The YCTs we interviewed spoke about their shared experience with young people from refugee and migrant backgrounds. One explained that it can be lonely and distressing when you first move to a new country, and described the isolation of not knowing English or having friends. They used their own experience to advise YCPs to keep busy, and focus on future goals. They told us that some YCPs asked how they could get involved and become trainers like the YCTs. Another YCT explained that they understood the nerves the YCPs may have felt, because of their shared experiences, so they created a safe and calm environment.

One YCT described the programme as the 'greatest opportunity you can have' for young people from migrant or refugee backgrounds. They explained young people could see people who had gone through the same journey and be inspired by where they are now. They described participants building a trusting bond with trainers, so they could ask questions, see where the trainers were going, and see where they wanted to be.

'[The YCPs] always tell me I inspire them, but they inspire me as well, because to see how much hard work they put in to get to where they are today... it's just really nice to be in a group where I don't have to hide that I'm an asylum seeker... we can like be ourselves and we can laugh and cry and whatever emotion we want to, it's just really nice, and to forget that we're going through so much.' - YCT

When we asked YCTs about the impact they made to other young people in the follow-up survey, some commented on inspiring others, for example, 'I feel like I have inspired other people to speak up for themselves.'

Image 12. YCTs on stage at a celebration event



All but two professionals (96%, n= 58) strongly agreed or agreed that the workshop had more impact as a result of being led by young people with similar experiences. Young people helping other young people was a common theme in answers about what was useful in workshops, particularly that this enabled YCPs to engage, voice their opinions, relate to the trainers and the topic, be inspired by them, open up conversations, and relax:

- 'I think the workshops are really engaging because they are led by young people who have similar experiences.'

- 'It was also incredibly valuable in providing them with role models... who have themselves achieved so much and who can inspire in others the determination to create a decent life for themselves.'

4.4 Young people have an increased awareness of support services and activities

91%
of YCPs were more likely to get involved in new activities after attending a workshop

Most YCPs felt more aware of where to go for support after attending the workshops (90%, n=873), and were more likely to get involved in new activities (91%, n=194) (Figure 8). In an earlier version of the survey (November 2019-February 2020), we asked if they felt more confident about getting the services and support they need, 89% strongly agreed or agreed (n=40).

YCPs commented on enjoying learning about the support they were entitled to, including local offers for care leavers, support from charities, information about finding work and experience, learning English, and support they are entitled to receive from their social worker and personal adviser. For example:

- 'I learn how to see from internet what I can get from my council. I also learn to be patient with my social worker and also I don't have to give up easily.'
- 'I enjoy when we share how to solve the problem when [my personal advisor] is not help[ing] me.'
- 'I have now got enough information on who to ask for support and what steps to take.'

Image 13. YCTs leading a training session



Nearly all YCTs (95%, n=54) felt more confident about getting services and support after the programme (Figure 6). In the follow-up survey, YCTs reported accessing further support, services or activities as a result of the programme, such as legal support, work experience, and the theatre.

One of the YCTs we interviewed described accessing Coram's legal service through the programme and another mentioned that it was easy to access a solicitor through Coram. Although one YCT told us they usually preferred to deal with things themselves and access information online, they said they knew where to go if they needed help, and that they could guide young people to where to go if they had problems. They had recommended others to the programme as they wanted other young people to access the information the project shared. Another YCT described building continuous relationships with trainers and schools. They described it as an 'ecosystem' around the programme, so people knew where to go.

All but two professionals (97%, n=58) agreed or strongly agreed that the workshop they attended helped young people to know where to go for support that will benefit them. Nearly all professionals (94%, n=68) felt that the workshop would help them better support the young people they worked with. Several professionals referred to increased awareness of support services and activities when asked about what they found useful:

'I enjoyed that everyone talked and everyone heard each other.'
-YCP

- 'It was very useful for the girls to know the different places they could go to get help. I think also the idea of being persistent as it is quite normal for them to get turned away.'
- 'Students were provided with useful contact details if they needed to speak to anyone about their situation and seek advice.'
- 'I think having the sheets of different organisations and charities they can be part of in order to get more support [was useful].'

4.5 YCTs feel a sense of ownership, responsibility and leadership

Nearly all YCTs (97%, n= 56) felt that their confidence had increased to deliver training to other young people, and felt prepared to run training and workshops for other young people after the programme (Figure 9).

In the follow-up survey, YCTs felt that they had helped other young people (98%, n=43) (Figure 10), indicating leadership. The YCTs we interviewed spoke about helping others. One explained that they 'loved' using their experience to help other young people. In the follow-up survey, YCTs' answers about what they had enjoyed most commonly related to helping others. When we asked YCTs about the impact they had on other young people some mentioned helping others, particularly to be more confident.

97%
of YCTs' felt
prepared to run
training and
workshops for other
young people

Young people helping other young people was also a common theme in professionals' answers about what was useful in workshops.

One YCT explained that if the YCTs identified something they wanted to improve on, they would bring that into the programme and work together to develop it, indicating ownership and responsibility. Another YCT explained that being in charge and leading a class developed their leadership skills. All of the YCTs we interviewed spoke about the programme helping them to develop confidence. One YCT commented on enjoying representing Coram in the follow-up survey.

4.6 Young people have improved wellbeing

Nearly all YCPs (93%, n=911) felt more positive about the future after attending the workshops, and 87% (n=319) felt they could deal with problems better (Figure 8). Several young people noted enjoying the opportunity to share their feelings, for example, ‘[I enjoyed] talking about the challenges because I was expressing my feelings.’ Young people also appreciated learning how to stay positive in the face of their challenges: ‘I learnt ... many things for example believe in yourself, motivation, stay positive.’ Some young people noted their increased confidence after the workshops: ‘they make me feel more strong and brave.’

Image 14. YCTs during a training session



Some young people reported other aspects of the workshops that improved their wellbeing:

- ‘I liked the way they supported us and somehow took away our shame.’
- ‘They change[d] my way of thinking of some things.’
- ‘I really feel better now.’
- ‘[The YCTs] were so friendly and teach me to be strong and positive.’

One of the YCTs we interviewed told us that the programme had made them feel really good about themselves and that involvement in the project had a ‘big positive impact’ on their life. They explained that during a depressing time for them, the course facilitator was there for them, helped them to move forward and showed them ‘all the beautiful things’ they had done. They also said the programme had helped them to be less shy and nervous. The programme gave them a space they could be happy in. Another told us that they felt happiness as a result of helping others through the programme. One YCT told us that they joined the project at a difficult time for them but:

‘I’m feeling more security about my future.’
- YCP

‘Once I took part, I just had a whole new perspective because there were people ahead of me in the journey who came here, who learned things, who were part of this programme, improved themselves and reached where they wanna be, so I think it was, it was a very good impact on my wellbeing so pretty much gave me more confidence to just keep on improving myself. I will reach where I wanna be sooner or later.’ – YCT

One YCT explained that they could see YCPs coming out of their shells, asking more questions, and that they had more happy faces at the end of workshops. Seeing this made the YCT feel happy. They described feeling fulfilled at the end of workshops. When we asked YCTs what impact they had had on other young people in the follow-up survey, some mentioned making YCPs think positively.

When we asked professionals about what was useful in the workshop they attended, several answers related to wellbeing. For example:

- ‘[The young people] found it really useful to think about how they could proactively look after themselves.’
- ‘The affirmations at the end were very uplifting.’
- ‘[The young people] have learnt different strategies to improve their wellbeing and mental health.’

4.7 YCTs have increased career prospects

Image 15. YCT leading a training session



Nearly all YCTs felt that their confidence had increased to achieve future goals (96%, n=99), and that they had developed skills that would help them with future goals (98%, n=101) in the after-programme and follow-up surveys.

All three YCTs we interviewed spoke about being nervous or lacking confidence initially, but that they overcame their nerves and increased their confidence as they delivered workshops and developed skills.

One of the YCTs we interviewed described the programme as ‘life changing.’ Their goal was to be a motivational speaker, and they appreciated the opportunity to develop their confidence, do public speaking, and get feedback. They did not have previous experience as a workshop facilitator, but the programme gave them the confidence and skills they needed, such as improved communication abilities. The programme had led to other volunteering opportunities at Coram, and the Programme Manager was helping them to find work experience.

‘I remember in tutorials [at university] I would get really nervous like I won’t speak, I just panic so doing stuff like this like being older now it’s really helped me overcome that so confidence is a big part of what the Young Citizens programme gives young people and like I’ve seen the other trainers they’re a bit more confident now like everyone is like really good.’ - YCT

96%
of YCTs agreed that
their confidence
had increased to
achieve future
goals

One YCT told us that they had first viewed the programme as a work opportunity, but once they joined, they realised it was more than work. The programme did not expect excellent public speaking immediately, but trained them so they improved progressively. They felt that the training provided the experience needed to deliver the workshops to groups. The programme had made a difference to them by improving their communication skills, public speaking skills, their ability to actively listen to others and express themselves, and their confidence. They would recommend the programme to others because they felt it was an opportunity

Image 16. YCTs at a celebration event



for personal development and it was paid work that provided fulfilment. They also told us that the Programme Manager had helped them by looking through their CV.

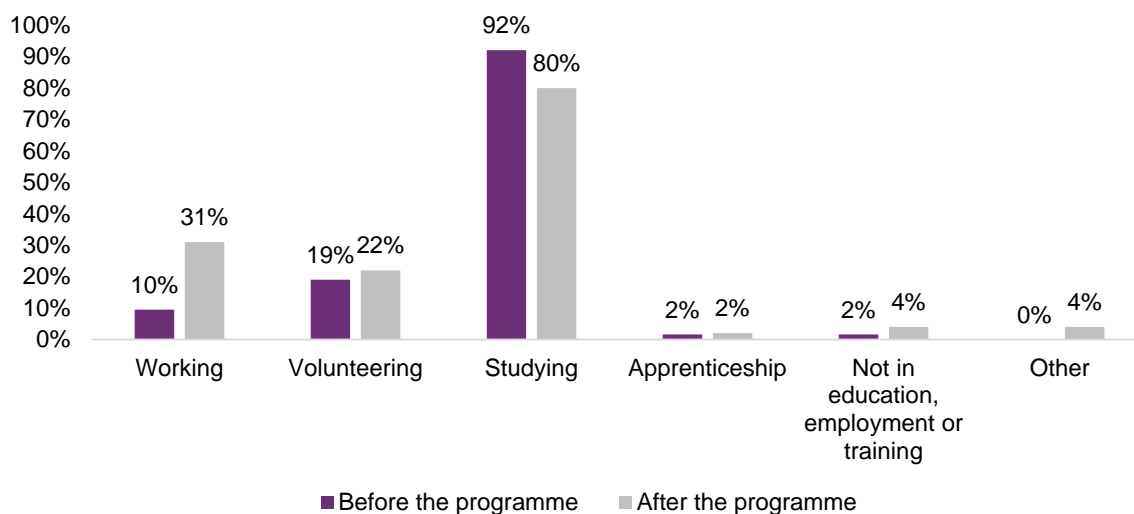
Another YCT told us they wanted to be a motivational speaker or trainer, which was part of the reason they got involved. Although they said that it was at times difficult if YCPs did not listen, spoke over trainers, or did not have an interest in learning, they said that their public speaking, confidence, communication, teamwork, and English skills had improved.

'Now I can go wherever and talk with people... if there are 100 students in the class and... all the students are shouting, I don't mind, I can focus on my project. This is an improvement, before I couldn't do that.' – YCT

When we asked them about what they had enjoyed in the surveys after the programme, some YCTs mentioned learning new skills, gaining knowledge, improving their English, and gaining confidence.

Nearly all YCTs were studying (92%, n=58) before the programme, and most were studying after the programme (80%, n=36) (Figure 11). A higher percentage of YCTs were working after the programme at 31% (n=14), compared to 10% before (n=6). This is a positive indication in respect of increased career prospects. Similar percentages were volunteering, doing an apprenticeship, and not in employment, education or training before and after the programme. 'Other' included being on maternity leave, film-making and acting.

Figure 11. Main things YCTs were doing before and after the Young Citizens programme



(n=62, 45)

4.8 Suggested improvements

After each workshop the YCTs and the Programme Manager debriefed on what could be improved for future workshops. The Programme Manager told us that feedback from YCPs, YCTs and professionals was acted on and workshops were continually revised and adapted so that each time they were delivered there were changes from previous delivery. For example, one professional suggested 'a little more clarity and scaffolding/ guidance' for the role

97%
of YCTs' confidence increased to deliver training

plays in the Building Support Networks workshop. The Programme Manager told us she had incorporated more guidance and preparation into the workshop plan before role play.

Image 17. YCTs at a celebration event



The Building your Support Network and Skills for Wellbeing workshops were piloted with a group of young people from Barnet Refugee Service who provided feedback before the workshops were rolled out. The YCTs we interviewed told us that they also gave each other feedback to help them to improve their delivery at the end of each workshop. They discussed what to improve and what they needed to keep in

mind. One said some YCTs found it difficult to receive feedback, but another said feedback was acted on.

Online delivery of the programme

Due to the Covid-19 pandemic, YCP workshops and training sessions with YCTs were, for a period, delivered online over Zoom. As restrictions eased there was a mixed delivery model of online and face-to-face both for YCT training sessions and YCP workshops, before returning to mostly in-person workshops and training sessions. Workshops and sessions continued to be held online when requested. Preparation sessions before workshops and some meetings with the YCTs continued to be held online.

'I am just sad it wasn't face-to-face, but I am sure it will be great when we meet.'
- YCT

Some YCTs reported that they would have preferred the sessions to be face-to-face. One YCT suggested having a mix of in-person and online sessions. Another YCT suggested a mandatory rule for cameras to remain on during online sessions to make them more engaging, and some professionals mentioned that they would have liked to have seen the speakers. One YCT reported losing connection during a session. One professional suggested questions could be displayed on the screen to minimise the impact of technical problems.

Language

We asked professionals what could be improved and most commonly, their answers related to making language adaptations for those without fluency in English. Suggestions included reducing the length of time of resources, adding subtitles to videos, using interpreters and translators, avoiding 'text heavy' resources, displaying questions on the screen, more visual content, smaller group discussions, simplified language, and slowing down the pace of speech.

Some YCTs also mentioned that language could be improved in their survey responses. One suggested having important points translated into other languages. Some YCPs also requested modifications to help people understand better, such as speaking slower or louder. Two of the YCTs we interviewed also mentioned a language barrier for some YCPs. Two described trainers helping to translate for some YCPs. One professional described a YCT helping with translation too.

The Programme Manager told us these suggestions were incorporated - interpreters were brought in to some groups where appropriate, subtitles were switched on for videos, and smaller group activities were used as requested. The Programme Manager informed us that in the second half of the final year three to four YCTs delivered each workshop.

This meant they were able to have a range of YCTs who spoke different languages and were able to interpret, which helped with accessibility and ensuring all participants were able to understand.

Suggested content

Some young people and professionals made suggestions to include or expand content on:

- Different immigration routes;
- Education, particularly how to access higher education;
- Understanding mental health;
- Setting goals;
- Wage-earning capacity and avenues to paid work;
- Accessing an advocate;
- Job skills;
- Using the internet;
- Medical advice in the Skills for Wellbeing workshop.

One YCT recommended more information for YCTs about the asylum process, as there had been some questions YCTs did not know the answers to. They suggested that when a question arises that YCTs did not know the answer to and they asked a solicitor, they could write this up and share it with other YCTs to prepare them in case the question came up again. In addition, they recommended that YCTs prepared YCPs for questions they may be asked, for example, when they go to work. They also suggested covering knife crime and gang culture as they believed some newly-arrived young people did not understand the consequences of gang involvement. They also suggested covering sexual harassment.

Suggestions for improving engagement

Some young people and professionals suggested ways to engage YCPs, such as more engaging games, discussions in

Image 18. A tree from the Tree of Life workshop



'We could come up with more strategies to keep the workshop fun and entertaining, while making sure to get the main information across.'
- YCT

small groups, clearer instructions, direct questions, outdoor activities, more guest speakers, more videos, and more interactive activity.

Image 19. YCTs and YCPs doing an activity during a workshop



Delivery by YCTs

Although the YCTs were heavily praised by young people and professionals, some made suggestions regarding their delivery, for example, one professional commented:

‘I think young facilitators also need to be prepped for how to react if a [young person] answers a question and gives the “wrong” answer – I think once a [young person] was brushed off with “no that’s wrong” and that can discourage others from answering.’ – Professional

Other suggestions included not using a piece of paper to lead the workshop, listening to YCPs, and making sure they understood. Some YCPs suggested more trainers in the workshops. One YCT spoke about trainers changing often and some trainers not always attending, which impacted the relationships between the trainers and the group connection.

Two young people were not comfortable with the way questions were directed at participants, although other young people reported some benefit to this:

- ‘To make better, please give information rather than asking us for guesses. I feel pressured when asked a question I don't know.’
- ‘Stop asking questions to people that don't want to answer.’
- ‘I know it's kind of annoying to be forced to answer, but it helps us a lot.’
- ‘It was good to encourage people who are shy to talk in front of the class.’

‘It was very powerful to have the session delivered by young people with similar backgrounds and experiences, and their enthusiasm shone through.’ – Professional

The Programme Manager told us that training was developed in response to feedback from YCTs and professionals. In previous years the Programme Manager focused on YCTs giving each other positive feedback in debriefs after workshops, but in the final six months they began to support YCTs to give each other constructive feedback on how to improve. In order to ensure this was done in an effective and sensitive way, they delivered a training session on how to give and receive feedback and shared guidance with them after the training.

The Programme Manager also organised workshops delivered by Phosphoros Theatre and Compass Collective, using theatre techniques to build the YCTs' confidence and presentation skills. Based on feedback from YCTs, these gave them the opportunity to practice delivering in front of each other to help them develop as trainers.

In addition, the Programme Manager felt that, due to the trainers and participants being from diverse backgrounds with different faiths and identities, it was important to train them in how to speak with others who may hold beliefs different to their own in a sensitive, non-judgmental way. One YCT fed back that training on this would be useful so she secured training from the Faith and Belief Forum to give the trainers the tools to navigate communication about different identities more skilfully.

98%
of YCTs felt they had developed skills that would help them with future goals

The Programme Manager also told us that one YCT fed back that the group would benefit from more training on mental health so she secured training from Nicola Lester Psychological Trauma Consultancy to run a workshop for the young trainers on trauma-informed practice.

Collaboration

One of the YCTs we interviewed suggested that there could be more collaboration with other organisations that are doing similar work, or that are interested in finding out more about young people from migrant backgrounds. They suggested this would help people to learn and meet new people. This was also recommended in YCT follow-up survey responses.

Practical suggestions

Professionals and young people mentioned timing, for example streamlining workshops, arranging them at class time to increase attendance, more time on role playing, condensing to one session instead of two, and having them in the academic year. A few YCPs wanted more time in sessions, while a few wanted shorter sessions or the sessions broken up. Some young people mentioned running the workshops at more convenient times for them, such as at the weekends, or starting and finishing earlier.

Image 20. YCTs at a celebration event



YCTs suggested having more training sessions. One specifically recommended more sessions in the summer. Another suggested more gatherings and events. One YCT told us

that the Programme Manager tried hard to include all of the YCTs in sessions, but this was difficult because of YCTs' different schedules. They chose Saturday for training as it seemed to be the best option. As not everyone could make it, the YCT suggested being flexible and moving the sessions around to accommodate more people. They told us that the Programme Manager had been trying to do this. One YCT suggested having sessions in different local authorities.

One of the YCTs we interviewed explained that sometimes the travel time to workshops was two hours each way, but the work was only for three hours. They told us that this may cause some trainers to get another job and suggested reviewing the YCT salary to compensate for this. However, another YCT felt that the job was well paid, even though delivery was not very frequent.

4.9 Short Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS)

In the before and after-programme surveys YCTs completed SWEMWBSs. In the SWEMWBS, higher scores indicate higher mental wellbeing. The SWEMWBS involved YCTs rating the following seven statements as 'none of the time' (1), 'rarely' (2), 'some of the time' (3), 'often' (4), or 'all of the time' (5):

- I've been feeling optimistic about the future;
- I've been feeling useful;
- I've been feeling relaxed;
- I've been dealing with problems well;
- I've been thinking clearly;
- I've been feeling close to other people;
- I've been able to make up my own mind about things.

Image 21. YCTs at a session on Coram Campus



Thirty-three YCTs completed a wellbeing scale before and after their involvement in the project. Two had to be excluded due to a missing response, in line with user guidance ([Putz et al., 2012](#)). Fourteen YCTs completed a pre, midway, and post wellbeing scale. YCTs completed pre scales between October 2019 and February 2021, midway scales between April 2020 and October 2021, and post scales between April 2020 and September 2022. The time between YCTs' pre and final wellbeing scales ranged between six and 35 months, with an average of 16 months.

YCTs' mean metric scores were similar in pre and post responses - 24.4 before the programme compared to 24.5 afterwards. These scores are close to the average score in

England of 23.6 ([University of Warwick, 2011](#)), and indicate average wellbeing. Average raw scores were similar for each of the seven statements pre and post programme.

In the final SWEMWBS, one YCT scored in the probable depression range, four YCTs scored in the possible depression range, 19 scored in the average mental wellbeing range, and seven scored in the high mental wellbeing range. YCTs scored similarly in the pre-programme scale.

YCTs who completed a wellbeing scale pre-programme, midway through, and post-programme had a slight fall in average wellbeing midway through the programme from 25.2 to 23.4, but this improved to 25.3 in the final wellbeing scale.

External factors, such as impacts of the Covid-19 pandemic and lockdowns, may have negatively impacted YCTs' wellbeing scores. This would be consistent with the fall in positive answers in YCP survey responses in 2020. The YCTs we interviewed discussed other external challenges they were facing, such as long waits for their asylum application to be processed,

Image 23. YCTs leading a workshop



and difficulties accessing higher education, which may have impacted other YCTs and their wellbeing scores.

In summary, most YCTs scored in the average range both before and after the programme. The Young Citizens programme was only one factor in their lives, so we would not necessarily expect a large change, and this sample size (31) is small.

Image 22. YCTs and Coram staff at a celebration event

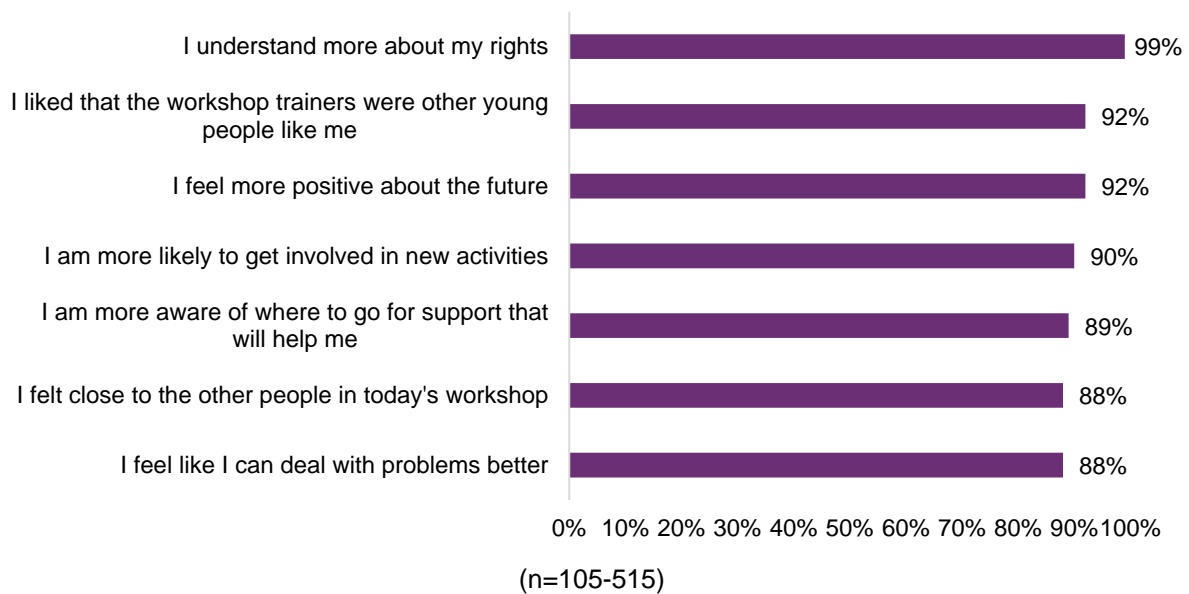


5. Young Londoners Fund: Young Citizens Participant feedback

In total, we received 523 survey responses from YCPs who attended a YLF funded workshop. This is 52% of YCP survey responses, which is in line with 52% of the workshops being funded by YLF. Forty-two percent of young people (n=219) attended the Skills for Wellbeing workshop, followed by Building your Support Network (21%, n=108), Your Rights as a Care Leaver (15%, n=81), Life in the UK (10%, n=50), Tree of Life (9%, n=45), and Understanding the Asylum Process (4%, n=20).

Feedback from young people was overwhelmingly positive (Figure 12). Almost all (99%, n=111) felt they understood more about their rights after attending a workshop, 92% (n=466) liked that the workshop trainers were other young people like them, and 92% (n=473) felt more positive about the future after the workshop. The great majority also felt more likely to get involved in new activities (90%, n=94), more aware of where to go for support (89%, n=450), close to other young people during the workshop (88%, n=447), and that they could deal with problems better (88%, n=168).

Figure 12. YLF funded workshops: Percentage of respondents answering strongly agree/agree

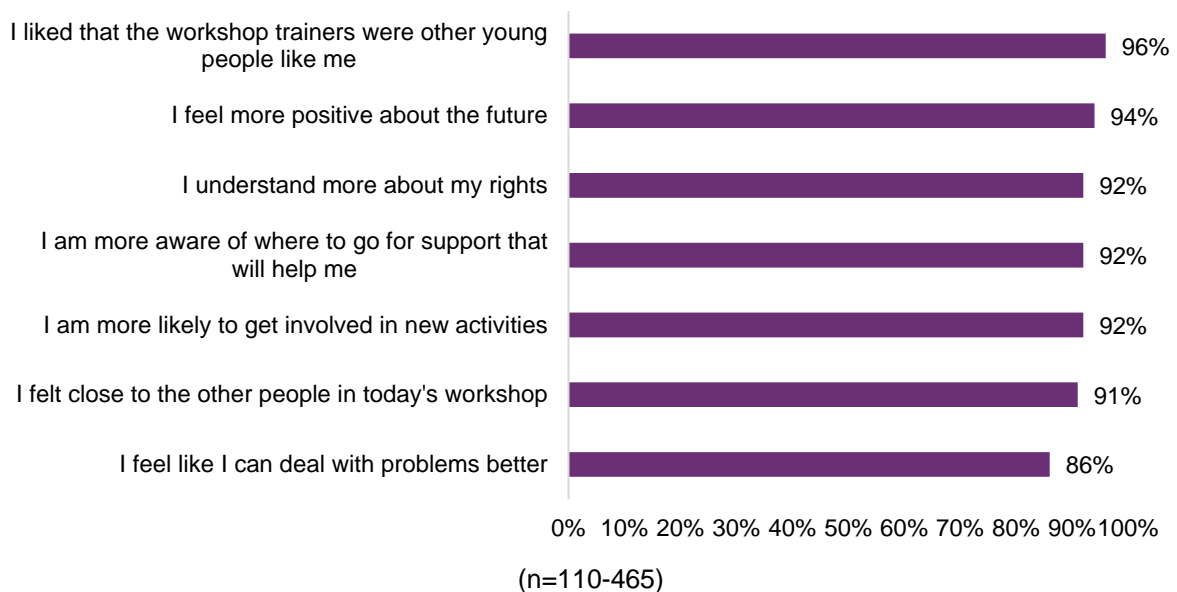


6. John Lyon's Charity: Young Citizens Participant feedback

In total, we received 479 survey responses from YCPs who attended a John Lyon's funded workshop. This is 48% of YCP survey responses, which is in line with 48% of the workshops being funded by John Lyons. Forty percent (n=196) of young people attended the Skills for Wellbeing workshop, followed by Building your Support Network (22%, n=109), Your Rights as a Care Leaver (17%, n=82), Understanding the Asylum Process (13%, n=63), Life in the UK (4%, n=20), and Tree of Life (3%, n=16).

Young people gave very positive feedback (Figure 13). Nearly all liked that the workshop trainers were young people like them (96%, n=439), and felt more positive about the future (94%, n=436). Most young people understood more about their rights (92%, n=151), were more aware of where to go for support (92%, n=421), felt they were more likely to get involved in new activities (92%, n=101), felt close to other young people in the workshop (91%, n=413), and felt they could deal with problems better after attending the workshop (86%, n=151).

Figure 13. John Lyon's funded workshops: Percentage of respondents answering strongly agree/agree



7. Programme costs

The programme was funded by the Mayor's Young Londoner's Fund (YLF) and the John Lyons Charity (JL). John Lyons provided £90,000 from July 2019, and YLF provided £89,571 of funding from September 2019, a total of £179,571. The funding period for both funders finished on 30 September 2022. The Programme Manager provided a breakdown of how the funding was spent (Table 4).

Table 3. Breakdown of Young Citizens programme costs

Cost	Year 1		Year 2		Year 3		Total
	JL funding	YLF funding	JL funding	YLF funding	JL funding	YLF funding	
Programme Manager salary	£17,400	£17,400	£21,529	£17,400	£17,400	£17,400	£108,529
YCT pay	£681	£603	£2,072	£2,406	£5,858	£5,554	£17,174
Management and administrative support	£1,510	£2,593	£2,363	£2,796	£2,438	£2,619	£14,318
Digital resource production			£1,546	£1,000	£2,516	£5,316	£10,377
Travel & refreshments	£3,215	£1,099	£1,607	£1,100	£1,125	£1,677	£9,822
Migrant Children's Project - cost of workshop development & delivery	£550		£1,950	£450	£1,200	£900	£5,050
Migrant Children's Project - post workshop legal advice				£2,400		£2,700	£5,100
Training, support & activity costs for YCT	£397				£1,368	£1,646	£3,411
Coram Voice - training	£500	£393	£743	£587			£2,223
Creative Therapies - co-designing workshops	£1,400	£900					£2,300
Annual meet up			£133	£133	£500	£500	£1,266
Total	£25,653	£22,988	£31,942	£28,271	£32,405	£38,311	£179,571

The approximate number of direct beneficiaries of the programme is 1,083, including YCTs, YCPs, and professionals. This works out as £166 spent per beneficiary. Involvement in the programme varied widely meaning spending would have varied per person, but we do not have the data to report on this difference.

If we combined the 191 hours of training with the 114 workshops which were three hours each, this totals as 533 hours, meaning each hour of training or workshop delivery cost £337.

8. Conclusion and next steps

The programme aimed to help young people from migrant and refugee backgrounds make positive lives for themselves in the UK. It aimed to do this by:

- improving YCPs' and YCTs' wellbeing, awareness of support services, understanding and access to the rights they are entitled to in the UK care and asylum systems, and reducing social isolation;
- increasing YCTs' skills and confidence to help with career goals, increasing career prospects.

At the end of the three year programme, feedback from young people and professionals show that the programme has met its aims. Young people understood more about their rights and entitlements and felt close to other young people. YCTs felt like part of a community and supported by other group members. Several young people and professionals provided feedback indicating reduced social isolation. Young people felt more aware of where to go for support, were more likely to get involved in new activities, and felt more confident about accessing services and support. Young people felt more positive about the future and felt they could deal with problems better.

In addition, YCPs liked that the workshop trainers were young people like them, and YCTs felt that their perspectives as young people from similar backgrounds made the project better. YCTs' confidence to deliver training increased and they felt prepared to run training and workshops. YCTs' confidence also increased to achieve future goals and they developed skills that would help them. SWEMWBS scores were similar pre and post-programme.

Image 25. A YCT leading a training session



Image 24. YCTs outside Hammersmith & Fulham College



As this evaluation analysed data collected immediately after involvement in the programme in most cases, findings on longer-term impacts are limited in this report. Future research could explore this. A return on investment analysis could also be incorporated in the evaluation framework for the next phase of the programme.

Based on the feedback in this report, we make the following recommendations for the next phase of the Young Citizens programme:

Young Citizens Training programme

- More training sessions could be considered to accommodate more content if possible within budget and timeframes, for example, more sessions providing information to YCTs about the asylum process so that they can confidently answer queries;
- Continue to reflect on feedback from professionals and young people about YCT delivery to encourage continual improvement;
- Continue to communicate with YCTs about the best time to hold sessions.

Workshops for Young Citizens Participants

- Sessions should continue to be held in-person where possible;
- Continue to adapt language to meet the needs of those with lower levels of English proficiency;
- Review the content of workshops to include suggestions made by young people and professionals, such as different immigration routes, avenues to paid work, and using the internet;
- Continual reflection on the best ways to engage YCPs, for example, more small group activity could be considered;
- More collaboration with other organisations doing similar work.

Image 26. YCTs and Coram staff at a celebration event



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