

Impact Report

LASSN
Leeds Asylum Seekers' Support Network

2024/2025



In 2024-25, our team of staff & volunteers were able to support refugees and asylum seekers by providing safe housing, creating friendships through Welcome & Connect, teaching one-to-one English lessons, awarding hardship grants to households in need, sharing important information via our websites - and much more!



4500+
nights of
housing



£7000
in hardship
grants



149
volunteers



98
English
learners



49,000
visits to NewToLeeds &
Migration Partnership

64%

of guests moved
to more stable
accommodation

94

households
supported

14%

of volunteers had
lived experience

45

English learners
progressed to college

17,000

users accessed
NewToLeeds.org



612
people
supported



29
Welcome & Connect
friendships built

11,000

hours contributed
by volunteers

1800

hours of 1:1
English lessons

18,000

followed updates from
MigrationPartnership.
org.uk

100%

of volunteers felt a
positive impact on
their wellbeing

92%

of learners'
confidence using
English improved

52

languages supported
across all our websites

70%

of participants felt
stronger local
connections

Together we helped Leeds remain a city of welcome.

Vision

For asylum seekers, refugees, and all migrants to be safe, respected, and empowered to rebuild their lives free of persecution.

Mission

We work alongside refugees, asylum seekers, and other migrants in Leeds – helping them find safety, connection, and belonging through volunteer-led support and shared learning.

Objectives

LASSN aims for asylum seekers to be:

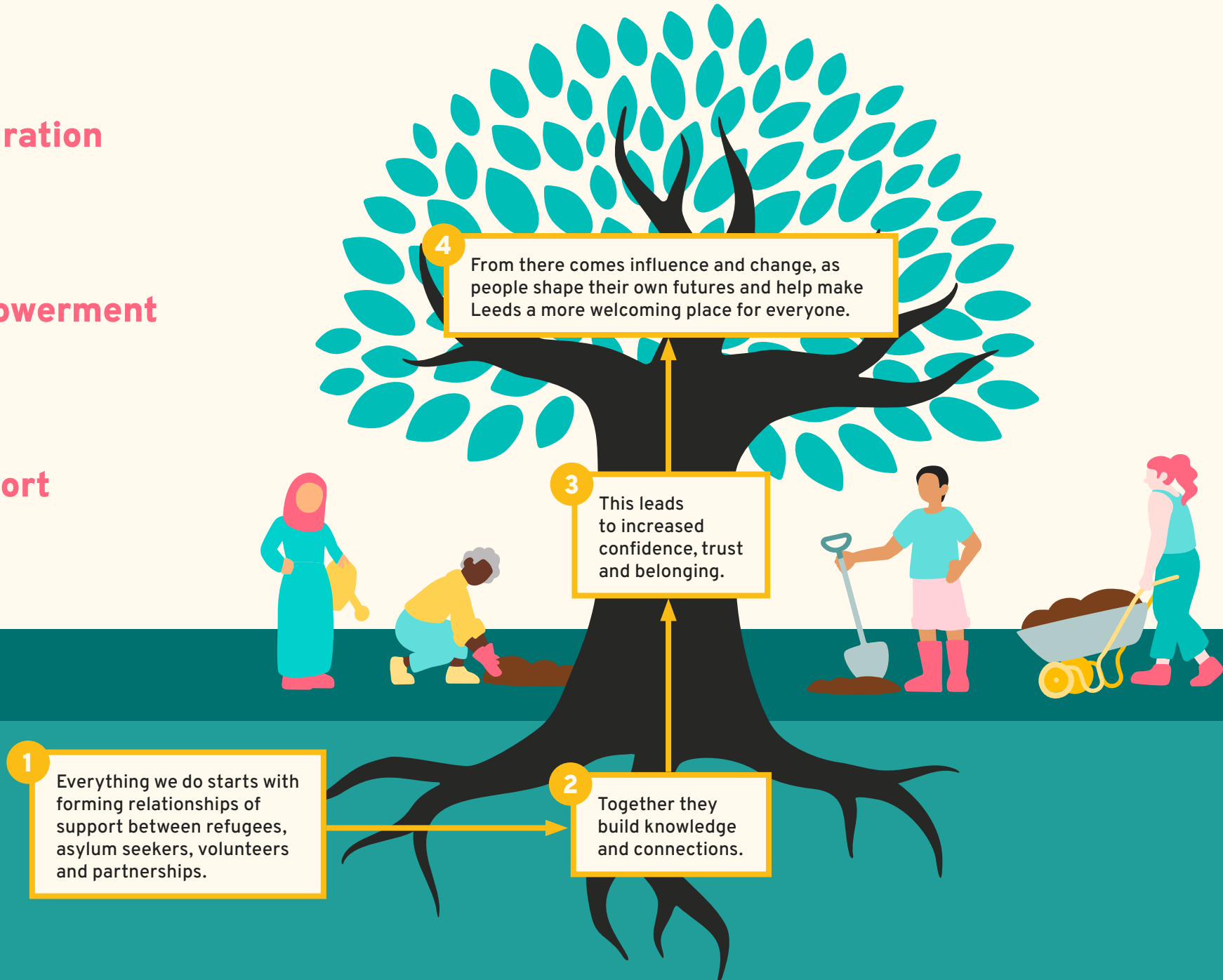
- **Supported** and relieved from hardship and distress by local people
- **Empowered** to rebuild their lives, to fulfil their potential and to take control of their lives
- **Integrated**, settled and safe. LASSN wants Leeds to be a place of welcome and understanding and for the general public, organisations, politicians, and policy makers to understand the needs of asylum seekers, and of welcome and understanding.



Integration

Empowerment

Support



Volunteer Led

6 staff, supported by 149 trained volunteers – equivalent to 7 additional full-time staff.

Partnership Based

We don't duplicate - we connect. Our work complements the work of our Leeds partners, such as:

- Leeds Refugee Forum
- Positive Action for Refugees and Asylum Seekers
- Refugee Employment Training and Advice Service
- Solace
- British Red Cross and many others.

Trauma Informed

Every project starts from safety, trust, and choice.

Lived Experience

Around one in seven volunteers, and almost half the trustees, have personal experience of migration or asylum.



“We walk beside people, not ahead of them.”

98
English learners

1800
hours of 1:1
English lessons

45
English learners
progressed to
college

100%
of learners said
their confidence
using English
improved



Jasminder, one of our learners, had six children when she first joined us and was heavily pregnant with her seventh.

She couldn't attend classes, so she began lessons at home with a LASSN teacher and continued right up to the week before the birth. She was keen to restart just three weeks later, saying it felt like a friend coming to visit.

When she began, she had no English.

She can now read the alphabet and simple CVC words, and she was thrilled to tell us she'd managed to call the GP herself when one of her children was ill – something she said she had only dreamed of doing before.

“Volunteering with LASSN has not only been a rewarding experience in so many ways, but has also served as a reminder that nothing is stronger than a community built on understanding and love.”

Lizzie, English at Home tutor

“Your support has been a light for me in a very dark place.”

Amjad, English at Home learner



4500

nights of
shelter

94

households
supported

64%

moved on to
stable housing



“If you don’t have a place to live, there’s more chance of slipping in life.

When you live on the streets, you might drink alcohol to sleep at night, take drugs to escape your thoughts... slowly, you’re killing yourself.

Living here helps me stay steady - I can do what I want to do. I can help others. Volunteering has helped me meet many different people I now spend time with.

Whenever someone asks me where I live, I say, ‘I live in a palace’ - as simple as that.”

- Reflections from a Guest

“It was the first time I slept well in years.”





My stay here was more than just having a safe place to sleep.

Everything about staying with this host was perfect – she felt like a biological mother to me. We often sat and chatted in the sitting room.

I was a history student, and she teaches Life in the UK. I was so interested and impressed, and when she shared her Irish background, I connected it with my own personal history. I felt very comfortable and free in her home, with privacy in my bedroom and access to the bathroom whenever I needed.

I could call my family in The Gambia anytime from my room.

She is my family now in the UK.

– Reflections from a Guest



Welcome and Connect helps refugees by matching them with trained volunteers, supporting them to work towards personal goals - such as starting college, finding work, or joining social and leisure activities.

29

matches made

70%

of participants
felt stronger
local connections

100%

of volunteers felt a
positive impact on
their own wellbeing



“I arrived alone – now I feel part of Leeds.”

- Welcome & Connect Participant

Driving, Housing & A New Chapter – Layla’s Journey with Volunteer Support

Layla, a refugee and mother of five, has faced more upheaval than most families will in a lifetime.

Since arriving in the UK, she’s been moved again and again because of poor housing conditions - sometimes with just days’ notice.

Each time, her volunteer, Emma, turned up: helping pack boxes, find storage, and make sure the children had what they needed to feel safe.

But their work together didn’t end there. Layla wanted to build her independence, starting with learning to drive.

Emma helped her study for the theory test, supported her through lessons, and celebrated when she finally passed. That licence meant more than mobility - it meant choice and control over her life.

Together they mapped out next steps: English classes, local volunteering, and a route into work. Layla now volunteers regularly, her English is improving fast, and she’s preparing to start an NHS qualification.

Her story shows what happens when practical support meets belief. Emma didn’t just help Layla through crises - she held faith in her until Layla could hold it herself.

“Emma has been a big help to me. Honestly, I could not have done all this without her. She’s helped with housing, driving, my children - everything. Maybe I could have done it, but it would have been a very long journey.”

Layla - Welcome & Connect Participant



17,000

NewToLeeds users

18,000

Migration Partnership readers

49,000

visits to our sites

52

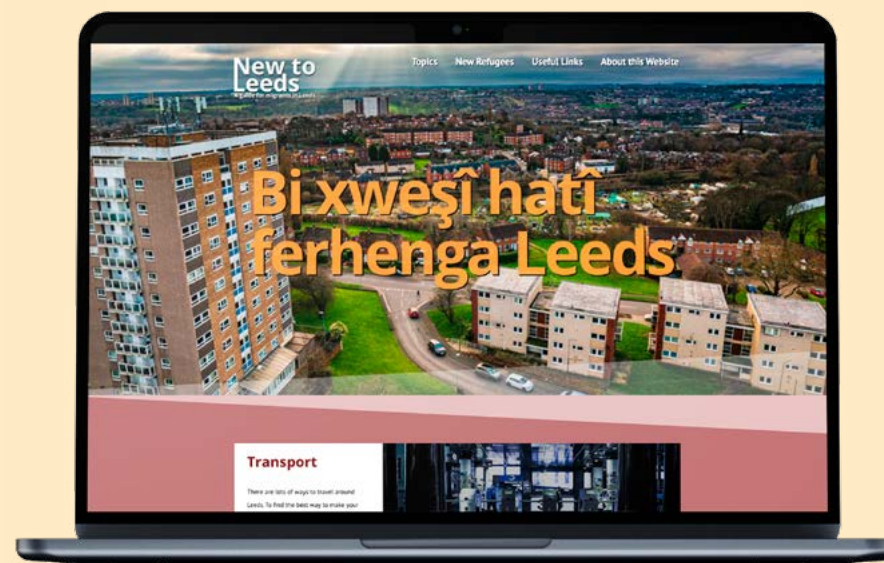
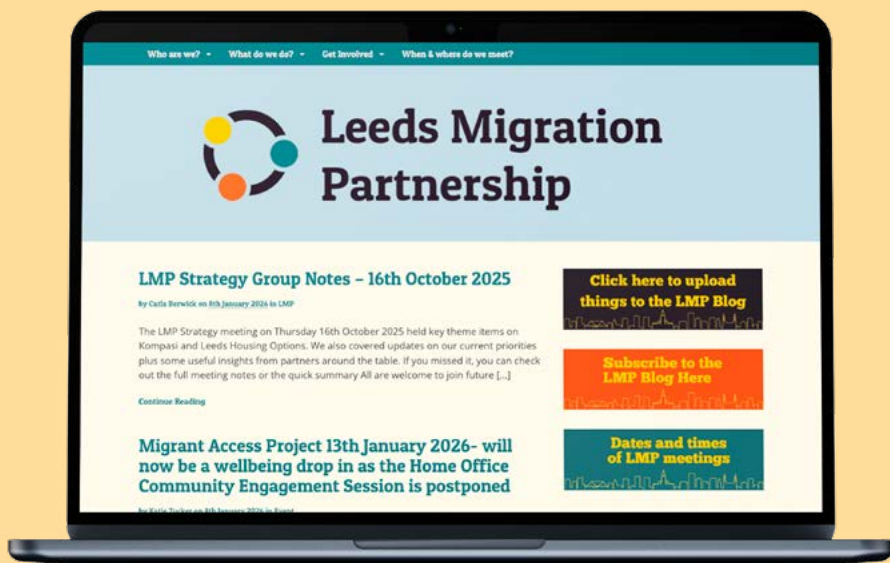
languages supported across all our sites

LASSN's digital resources reached **49,000** users:

[NewToLeeds.org](https://www.newtoleeds.org) had **17,000** visitors seeking housing, benefits, and integration advice.

[MigrationPartnership.org.uk](https://www.migrationpartnership.org.uk) had **18,000** readers, keeping Leeds' migration sector connected.

These platforms help people across the city work together by sharing clear, reliable information for refugees, migrants, and the groups that support them.



Between April 2024 and March 2025, more than 1,000 people from 16 different countries used English at Home's free online teaching resources – double the number from the previous year.

1000+

people accessed
online resources

16

different countries

80+

guides and
lesson plans



What began as a few lesson plans for Leeds volunteers has become a global hub of practical, community-driven learning.

The library now holds over **80 guides and lesson plans**, from everyday English to mental health awareness and Level 1 teaching resources.

Each one is shaped by volunteer experience and learner feedback, making the materials simple, adaptable and relevant.

Growth has come through collaboration and inclusion. Partners such as **RETAS** and **Leeds Refugee Forum** link directly to the site, while **Solidaritech CIC** provides recycled laptops and tablets so learners can get online safely and affordably.

Every click on the resource library reflects the same principle that drives English at Home: people sharing knowledge freely so others can find their voice.

What started in Leeds now helps hundreds of tutors and refugees worldwide build confidence, connection, and independence through English.



Everything LASSN achieves is made possible through partnership. We collaborate across Leeds so that every person seeking sanctuary can find the right support, quickly and with dignity. Our closest partners include:



Abigail Housing



NACCOM



Leeds City Council



PAFRAS



Solace



Solidaritech



British Red Cross



Leeds Refugee Forum



Asylum Matters



Forum Central



University of Leeds



Leeds City of Sanctuary



RETAS

Together, we share data, coordinate responses, and ensure no one falls through the cracks.

Advocacy In Action

The Hardship Fund, managed jointly with local partners, remains a trusted citywide safety net for people facing destitution.

Through the Leeds Migration Partnership, LASSN continues to influence local strategy and the delivery of support.

We are proud to represent the voice of lived experience at city and national level – through NACCOM, Asylum Matters, and City of Sanctuary UK.



“LASSN has been a constant partner – collaborative, pragmatic, and deeply trusted.”

Leeds City Council Refugee Resettlement Team

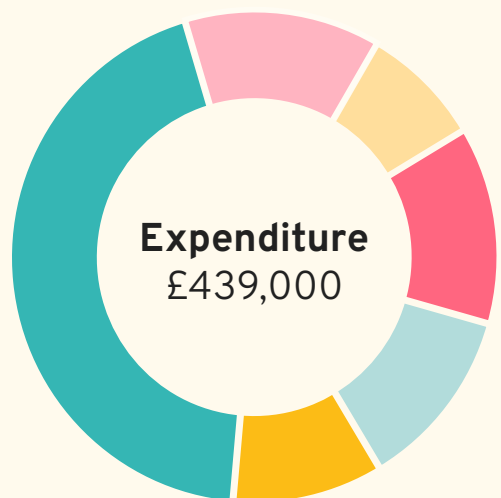
LASSN continues to be financially stable, well-governed, and accountable. We remain a small charity with a big reach – delivering the impact of a much larger organisation thanks to the time and skill of our volunteers.

Our reserves are within the agreed policy of 3–9 months' running costs. An independent examination completed by West Yorkshire Community Accountancy Service, with no matters of concern raised.



Income

- Grants - **61%**
- Donations & Legacies - **19%**
- Donated Services & Other Income - **21%**

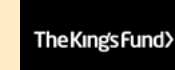


Expenditure

- Project Staff Costs - **44%**
- Client & Volunteer Costs - **13%**
- Housing Costs - **8%**
- Management & Admin - **13%**
- Office & Governance Overheads - **12%**
- Donated Services - **10%**

Thank you to our funders & supporters:

- | | |
|-------------------------------------|--------------------------------------|
| Leeds Building Society Foundation | Holy Family of Bordeaux |
| The National Lottery Community Fund | Leeds Christian Community Trust |
| Leeds Community Foundation | PSI Volition |
| Newby Trust | King's Fund |
| Leeds City Council | Individual donors and monthly givers |



5 Ways You Can Help!

Every action, whether it's large or small, helps make Leeds a city of welcome.

1 Volunteer

Share your time and skills! From English teaching to befriending or hosting, every hour you spend volunteering changes lives.

lassn.org.uk/volunteer

2 Donate

Whether it's a one-off or a regular gift, donations keep our projects running and our housing open.

lassn.org.uk/donate



3 Fundraise

Organise a fundraising event on LASSN's behalf. Whether you're baking cakes or climbing mountains, we can help make your fundraising event a success.

lassn.org.uk/fundraise

4 Become a Member

Receive regular updates on how you can help support our work by using your voice, challenging misinformation, and electing our Board of Trustees.

lassn.org.uk/members

5 Spread the Word

Follow us on social media, share our posts and let your friends know about our work.

Do you know someone with skills which they would like to share with us? Pass on our details!

 facebook.com/lassnleeds

 [lassnleeds](https://instagram.com/lassnleeds)

Solidarity in action – 25 years on.

📍 Leeds Asylum Seekers'
Support Network,
22-23 Blayds Yard,
Leeds, LS1 4AD

☎ 0113 373 1759

✉ admin@lassn.org.uk

📘 [facebook.com/lassnleeds](https://www.facebook.com/lassnleeds)

📷 [lassnleeds](https://www.instagram.com/lassnleeds)

lassn.org.uk

migrationpartnership.org.uk

newtoleeds.org

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LASSN
Leeds Asylum Seekers' Support Network

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